

## **Customer Service Policy**

Humly Limited is a member of The Association Of Professional Staffing Companies (APSCo) and adheres to their Code of Professional Practice.

This policy is given to all new employees of Humly and is also included in employee quarterly reviews if any problems arise during their employment with the company.

### **Customer Service Policy Statement:**

At Humly Limited we endeavour to provide you with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us, our contact details are set out below. We will respond to your query within 5 working days.

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

### **Courtesy:**

All recruitment consultants will be trained in customer service standards; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

### **Communication:**

Humly Limited will return all phone calls and emails received from clients and registered candidates and applications in respect of specific vacancies within agreed timescales. Where we are unable to meet this agreement, we will inform you of this as soon as possible and agree a new deadline.

We pride ourselves on meeting all of our customers face to face and maintaining good relationships with all of our customers. We cement these relationships via the below methods.

### **Regular Telephone Contact:**

Weekly telephone contact is maintained with both candidates and clients, obtaining up to date information on requirements and also answering any questions which may come up.

### **New Client Visits:**

Every new client is visited personally by one of our consultants to ascertain details of their requirements and also to gain a thorough understanding of the individual school or nursery, allowing us to make a suitable match for staff. Our terms of business are thoroughly explained along with our prices and fee structures. Services and standard recruitment process are also detailed, including our customer online system.

### **Continuous Assessment of our Supply Staff:**

We ensure that we continuously assess our candidates working for us. This is done via an online appraisal system which our client schools have access to and which allows them to assess our staff every six months. The appraisal results are accumulated for each individual teacher and the results of this are made available to our supply staff.

**Consistency:**

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet business needs and The Association Of Professional Staffing Companies Code of Professional Practice; and that they are consistently applied to all our customers.

**Complaints:**

Humly Limited seeks fair, just and prompt solutions, when possible, to any complaints and appeals. All such issues should be directed to a consultant in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints policy is in place for any disputes; copies are available from our offices or on our website <https://humly.co.uk/policy/>

**Access to Information:**

We comply fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by us about a client or work seeker is fully accessible to that person or body for review or editing by contacting the Managing Director.

**Reduce Bureaucracy:**

Wherever possible, without compromising our legal requirements and professional standards we strive to reduce the burden of unnecessary paperwork.

**Please contact us at any time for further information on any parts of our services.**

**Date policy issued: 02/01/2023**

**Date policy last review: 02/01/2026**

**This policy will be reviewed every 12 months (as a minimum)**

**Review due date: 02/01/2027**