**YSA Customer Service Policy**

YSA Education is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

**Customer Service Policy Statement**

At YSA Education 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 3 - 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**

We 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.

**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 Recruitment and Employment Confederation's Code of Professional Practice; and that they are consistently applied to all our customers.

**Complaints**

YSA Education seeks fair, just and prompt solutions when possible, to any complaints and appeals. All such issues should be directed to the Branch Manager in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes which can be found **here.**

**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 Compliance Officer using the email compliance@ysaeducation.co.uk

**How to Contact Us**

Compliance@ysaeducation.co.uk or The Courtyard, Caldecote, Warwickshire CV10 0AS.