



LINK EDUCATION LTD

P025 – CUSTOMER SERVICE POLICY

VERSION 2.0 | AUGUST 2026 | CONTROLLED DOCUMENT

1 PURPOSE AND COMMITMENT

Link Education Ltd is committed to delivering a professional, responsive, fair and high-quality recruitment service to clients, candidates, work-seekers and agency workers. We aim to understand individual requirements, communicate clearly, meet agreed commitments and resolve concerns promptly.

As a Corporate Member of the Recruitment & Employment Confederation (REC), Link conducts its recruitment activities in accordance with the REC Code of Professional Practice and applicable recruitment, employment, equality, safeguarding and data-protection requirements.

2 SCOPE

This policy applies to directors, employees, consultants, contractors and anyone providing services on behalf of Link. It covers temporary, long-term, temp-to-perm and permanent recruitment; candidate registration and vetting; assignment management; payroll and timesheets; client support; complaints; and post-placement contact.

The policy applies across telephone, email, SMS, WhatsApp Business, Microsoft Teams, websites, social media and face-to-face contact, including communication outside the office where it relates to Link business.

3 CUSTOMER SERVICE PRINCIPLES

- Professionalism – act courteously, competently and in a manner that protects trust in Link and the recruitment profession.
- Fairness – provide services without unlawful discrimination, improper preference, coercion or misleading conduct.
- Transparency – give clear, accurate and timely information about services, roles, rates, fees, checks, assignments and next steps.
- Responsiveness – acknowledge enquiries and concerns promptly and keep the person updated where a full answer will take longer.
- Confidentiality – protect personal and commercially sensitive information and disclose it only where lawful and necessary.
- Safeguarding – place the welfare of children and vulnerable people first and escalate concerns immediately under P001.
- Continuous improvement – use feedback, complaints, service data and audits to improve systems, training and outcomes.

4 SERVICE STANDARDS

Area	Standard	Where the standard cannot be met
Telephone calls	Answered promptly during published office hours or returned as soon as reasonably practicable.	Record the message, identify the owner and give a realistic response time.
Emails and messages	Acknowledged within one working day.	Send a holding response and advise when a substantive reply is expected.
Booking requests	Actioned promptly according to urgency, suitability and availability.	Explain any limitation honestly; do not promise supply that cannot reasonably be delivered.
Compliance enquiries	Answered within one working day where possible.	Escalate to Compliance and confirm what evidence or further review is required.
Payroll or timesheet queries	Acknowledged within one working day and investigated promptly.	Explain the issue, action required and expected resolution date.
Complaints	Acknowledged within one working day and handled under P007.	Keep the complainant informed; do not give an unsupported outcome deadline.

5 SERVICE TO CLIENTS

- Take reasonable steps to understand the role, setting, required qualifications, safeguarding requirements, working arrangements, pay or charge information and any material health and safety risks.
- Provide accurate information about candidates and workers, their clearance status and any limitations on the information supplied.
- Issue and maintain clear terms of business, assignment information and agreed service arrangements.
- Present candidates and workers based on objective suitability; do not comply with unlawful or discriminatory instructions.
- Notify the client promptly of material changes, cancellations, concerns or information affecting an assignment.
- Seek feedback on service and worker performance and record agreed follow-up actions.

6 SERVICE TO CANDIDATES, WORK-SEEKERS AND AGENCY WORKERS

- Explain the registration, vetting and assignment process and what information or documents are required.
- Give accurate information about known role requirements, location, hours, pay, holiday pay, deductions, reporting lines and assignment arrangements.
- Keep individuals informed about applications and assignments where an update is available, without creating false expectations.
- Make reasonable adjustments and provide information in an accessible format where reasonably required.
- Handle pay, timesheet and holiday-pay queries promptly and refer pension matters through the appropriate process.
- Treat safeguarding, welfare, discrimination, harassment and health and safety concerns seriously and route them without delay.

7 COMMUNICATION AND RECORD KEEPING

Communication must be clear, respectful, accurate and appropriate to the recipient. Staff must not make commitments they are not authorised to make, speculate about confidential matters, use offensive or dismissive language, or conduct Link business through unapproved personal accounts.

- Confirm material booking, assignment, rate, fee, compliance or complaint information in writing where appropriate.
- Record significant contacts, decisions, commitments, feedback and follow-up actions on FileMaker or the relevant controlled record.
- Use shared mailboxes and approved business channels in accordance with internal procedures.
- Verify identity before disclosing personal, safeguarding, payroll or commercially sensitive information.
- Correct known errors promptly and notify affected people where necessary.

8 SAFEGUARDING, EQUALITY AND ACCESSIBILITY

Customer service must never override safeguarding or statutory compliance. Immediate safeguarding concerns must be referred under P001 and must not be treated solely as a routine complaint. Link will provide services fairly under P009, consider reasonable adjustments, and challenge discriminatory client or worker requests.

This policy is published on the Link Education Ltd website and may be requested in an accessible format. Customers may ask for a reasonable communication adjustment or nominate an authorised representative, subject to appropriate identity and authority checks.

9 FEEDBACK, COMPLAINTS AND ESCALATION

Link welcomes compliments, suggestions and concerns from clients, candidates, agency workers and other service users. Feedback may be collected through surveys, telephone reviews, consultant visits, client meetings, reviews and direct correspondence.

A service concern should be addressed at the earliest appropriate level. A formal complaint, repeated failure, safeguarding issue, allegation, legal or regulatory risk, data incident, discrimination concern, or matter that cannot be resolved informally must be escalated under P007 or the relevant specialist procedure. No person will be disadvantaged for raising a genuine concern.

10 RESPONSIBILITIES

Role	Responsibility
Managing Director and COO	Set standards, provide resources, oversee material risks and review serious or systemic service failures.
Managers	Model expected conduct, monitor service, coach staff, resolve issues and ensure corrective actions are completed.
Consultants and operational staff	Follow this policy, give accurate information, maintain records, meet commitments and escalate concerns.
All personnel	Treat people respectfully, protect information, complete required training and report errors or risks promptly.

11 MONITORING AND CONTINUOUS IMPROVEMENT

The COO will review customer feedback, complaints, response times, recurring issues, lost business, payroll and compliance queries, survey results, client and worker retention, corrective actions and training needs where proportionate. Findings will be used to improve procedures, systems, communications and staff competence.

Material service failures must be recorded, investigated and assigned an owner and completion date. Corrective actions will be checked for effectiveness and retained with appropriate confidentiality.

12 RELATED CONTROLLED DOCUMENTS

- P001 – Safeguarding & Child Protection Policy
- P002 – Recruitment, Selection & Vetting Policy
- P005 – GDPR, Data Protection & Information Security Policy
- P007 – Complaints & Escalation Procedure
- P009 – Equality, Diversity & Inclusion Policy
- P019 – Code of Conduct & Ethics Policy
- P023 – Advertising & Vacancy Promotion Policy
- P024 – Privacy Policy
- F025 – Customer Feedback Survey
- Customer Feedback & Continuous Improvement Log
- REC Code of Professional Practice

13 DOCUMENT CONTROL

Field	Controlled information
Document title	Customer Service Policy
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