



# Customer Service Policy 2023

*“be whatever you want to be”*

Balfor Recruitment is a trading division of Boston Clark Ltd, 3 Brindley Place, Birmingham, B1 2JB  
T: 0121 260 0000 E: info@balfor.co.uk W: balfor.co.uk

Company Registration No: 10365209





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

### **Balfor Recruitment Customer Service Policy Statement**

At Balfor Recruitment 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 Balfor Recruitment 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.

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## **Complaints**

Balfor Recruitment seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to Julie Hoskins, Divisional Director 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; copies are available from our offices or our web site: [www.balfor.co.uk](http://www.balfor.co.uk)

## **Client Satisfaction Surveys**

Balfor Recruitment will send out regular client satisfaction surveys. This will enable Balfor to constantly review and monitor our service levels.

## **Client Visits**

Balfor will offer to visit clients as and when required at a mutually agreed time and date. This will enable Balfor to get a better understanding of the client's needs. In addition Balfor will be able to identify any improvements required.

## **Candidate Satisfaction Surveys**

Balfor Recruitment will send out regular candidate satisfaction surveys. This will enable Balfor to get a good understanding of the service that we provide to them. In addition Balfor will be able to identify any improvements required and offer relevant training to consultants.

## **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 Jaz Bal, Managing Director or Julie Hoskins, Divisional Director.

## **Reduce Bureaucracy**

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

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**How to Contact Us:**

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