

# Customer Service Policy

28 April 2017

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

## Customer Service Policy Statement

At Oxford HR we endeavour to provide you with the best possible level of 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 five working days.

### Courtesy

All staff at Oxford HR are routinely 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

Oxford HR 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.

## Oxford HR Consultants Ltd



## Complaints

Oxford HR seeks fair, just and prompt solutions wherever possible to any complaints and appeals. All such issues should be directed to Philip Nelson, Managing 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.

## 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 Zoe Millington, Business Manager.

## Reduce Bureaucracy

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

## How to Contact Us:

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