

Customer Service Policy

Niche Education LTD

Company Number: 12685987

Document Title: Customer Service Policy

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Effective Date: 12 December 2025

Review Date: 12 December 2026

Approved By: Director, (Jae Wilson) Niche Education LTD

1. Policy Statement

Niche Education LTD is committed to delivering a professional, responsive and high-quality recruitment service to schools, academies, colleges, multi-academy trusts, local authorities, candidates and agency workers.

We recognise that excellent customer service is fundamental to building long-term relationships and maintaining trust with our clients and candidates. We strive to provide an efficient, honest and personalised service that meets the needs of all those who engage with our business.

This policy sets out our commitment to customer service and the standards our clients and candidates can expect.

2. Scope

This policy applies to all Directors, employees, temporary staff, agency workers and contractors acting on behalf of Niche Education LTD.

It covers all interactions with:

- Schools
 - Academies
 - Colleges
 - Multi-Academy Trusts
 - Local Authorities
 - Candidates
 - Agency workers
 - Job applicants
 - Referees
 - Other clients and business partners
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3. Our Customer Service Principles

Niche Education LTD is committed to providing a service that is:

- Professional and courteous.
 - Honest and transparent.
 - Responsive and reliable.
 - Respectful and inclusive.
 - Confidential and secure.
 - Fair and consistent.
 - Focused on safeguarding and compliance.
 - Committed to continuous improvement.
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4. Service Standards

We aim to:

- Respond to telephone calls promptly during normal business hours.
- Respond to emails and online enquiries within one working day wherever possible.
- Keep clients and candidates informed throughout the recruitment process.
- Provide accurate and honest information regarding vacancies, placements and recruitment processes.
- Ensure candidates are appropriately vetted before placement in accordance with safeguarding requirements.
- Match candidates to roles based on qualifications, experience, suitability and client requirements.
- Address issues or concerns promptly and professionally.

Where we are unable to meet these standards due to exceptional circumstances, we will communicate this as soon as reasonably practicable.

5. Our Commitment to Clients

We will:

- Take time to understand each client's recruitment needs.
 - Supply suitable candidates who meet agreed requirements and safeguarding standards.
 - Provide honest advice regarding recruitment market conditions.
 - Maintain regular communication throughout assignments.
 - Respect confidentiality at all times.
 - Respond promptly to requests for assistance.
 - Seek feedback to continually improve our service.
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6. Our Commitment to Candidates

We will:

- Treat every candidate fairly and with respect.
 - Promote equal opportunities throughout the recruitment process.
 - Clearly explain recruitment procedures and compliance requirements.
 - Provide timely updates regarding applications and placements where possible.
 - Protect personal information in accordance with our Data Protection Policy.
 - Support candidates throughout their assignments.
 - Encourage feedback regarding our services.
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7. Communication Standards

All staff representing Niche Education LTD are expected to:

- Be polite and professional.
 - Listen carefully to clients and candidates.
 - Communicate clearly and accurately.
 - Respond honestly to enquiries.
 - Maintain confidentiality.
 - Return calls and emails within agreed timescales wherever possible.
 - Keep appropriate records of significant communications.
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8. Equality, Diversity and Inclusion

Niche Education LTD is committed to providing an inclusive service that is accessible to everyone.

We will:

- Treat all individuals fairly and without discrimination.
 - Make reasonable adjustments where appropriate.
 - Promote equality of opportunity.
 - Respect cultural, religious and individual differences.
 - Deliver services in accordance with our Equal Opportunities & Diversity Policy.
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9. Safeguarding

As an education recruitment company, safeguarding is central to our service.

We will:

- Ensure all required safeguarding checks are completed before placement.

- Work closely with schools to maintain safe recruitment practices.
 - Take safeguarding concerns seriously and act in accordance with our Safeguarding Policy.
 - Promote safer recruitment principles at all times.
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10. Handling Feedback and Complaints

We welcome feedback as an opportunity to improve our services.

Compliments, suggestions and complaints are encouraged and will be treated seriously.

Where concerns cannot be resolved immediately, they will be managed in accordance with the company's External Complaints Procedure.

We aim to:

- Acknowledge complaints promptly.
 - Investigate concerns fairly.
 - Keep complainants informed.
 - Identify improvements arising from complaints.
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11. Confidentiality

All personal and business information received from clients and candidates will be treated confidentially and processed in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Niche Education LTD's Data Protection Policy

Confidential information will only be shared where authorised or legally required.

12. Staff Responsibilities

All employees and representatives of Niche Education LTD are expected to:

- Deliver excellent customer service.
- Behave professionally at all times.
- Maintain accurate records.
- Protect confidential information.
- Comply with company policies and procedures.
- Escalate concerns promptly where necessary.
- Participate in relevant training.

Failure to meet these standards may result in additional training or, where appropriate, disciplinary action.

13. Monitoring and Continuous Improvement

Niche Education LTD is committed to continually improving customer service by:

- Monitoring client and candidate feedback.
- Reviewing complaints and compliments.
- Identifying opportunities for improvement.
- Updating policies and procedures where necessary.
- Providing ongoing staff development and training.

Feedback is valued and used to improve the quality of our recruitment services.

14. Related Policies

This policy should be read alongside:

- External Complaints Procedure
 - Equal Opportunities & Diversity Policy
 - Data Protection Policy
 - Data Retention Policy
 - Safeguarding Policy
 - Recruitment & Selection Policy
 - Agency Workers Regulations (AWR) Informal Complaints Procedure
 - Agency Workers Regulations (AWR) Formal Complaints Policy
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15. Legislation

This policy supports compliance with:

- Employment Agencies Act 1973
 - Conduct of Employment Agencies and Employment Businesses Regulations 2003
 - Agency Workers Regulations 2010
 - Equality Act 2010
 - Data Protection Act 2018
 - UK General Data Protection Regulation (UK GDPR)
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16. Review

This policy will be reviewed annually or sooner if changes in legislation, regulatory guidance or business operations require it.

Approved by

Director

Niche Education LTD

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