



# **Customer Service & Quality Assurance Policy**

TPP Recruitment's Customer Service and Quality Assurance Policy is underpinned by our principles and our aim is that when you use TPP, our principles shine through in the service you receive.

### **Our Principles**

- *We exceed expectations*  
We go above and beyond and focus on long term relationships over short term gains.
- *We do the right thing*  
We have a social conscience, work in an ethical way and are passionate about supporting the sector.
- *We work in partnership*  
Internally and externally, we work in an honest, supportive and collaborative way to achieve exceptional results.
- *We specialise*  
We are experts in our fields and constantly seek to improve our knowledge of and empathy for our customers.
- *We adapt*  
We offer a flexible, tailored approach and are constantly looking for better ways to do things.

At TPP 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 provide us with feedback about the service you have received, please contact us, our contact details are set out below. We will endeavour to 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.

### **Quality Assurance**

At TPP we are committed to improving standards within the recruitment industry and within our own organisation.

Quality is a fundamental business principle for TPP with quality improvement being the job of every employee in our organisation. We ensure that all staff work in line with best practice, achieve and maintain a level of quality which enhances our reputation with our clients and candidates and endeavours to maximise customer satisfaction at all times.

Our commitment to the above is such that we are confident to fund an external audit by one of the most respected regulatory body for the recruitment industry, the Recruitment and Employment Federation and achieve the 'REC Audited' gold standard. TPP Recruitment Ltd is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice. The REC Code of Professional Practice can be viewed <http://www.rec.uk.com/about-recruitment/standards/rec-codepractice>.

The REC Audited logo demonstrates that an independent firm of auditors have comprehensively assessed our business and we are fully compliant with industry regulations and best practice. The standard offers official endorsement that we are conducting our business lawfully and ethically.

### **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, TPP, will return all phone calls and emails received from clients and registered candidates and applications in respect of specific vacancies within agreed timescales. TPP also has a dedicated Client Relations Team which serves the purpose of having an impartial point of contact within TPP to help our clients get the most out of their relationship with us. Working across all our teams, Client Relations is responsible for ensuring that all our clients are receiving the best possible service and value for money. This team is also responsible for securing and managing PSL/Tender opportunities, writing proposals and service level agreements, attending pitches and regular performance review meetings ensuring that we deliver to the needs of our clients at all times.

### **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. We provide training and support to all our staff and use customer surveys to regularly gather customer feedback.

### **Complaints**

TPP seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Chief Operating Officer 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 and on our website.

### **Access to Information**

We comply fully with the provisions of the Data Protection Act 2018 and the EU General Data Protection Regulation. TPP's Data Protection Policy and Privacy Notice can be found on our website or can be provided on request.

### **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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