Customer Service Policy

QT Education Ltd

Policy Owner	Rosalyn Tharme - Director
Version	1.0
Date Approved	September 2026
Next Review	September 2027

Customer service commitment

QT Education is committed to providing an honest, responsive, professional and personalised recruitment service to schools, academies and candidates. We aim to communicate clearly, act promptly, protect confidential information and continually improve our service using feedback from the people and organisations we support.

1. Purpose

This policy sets out the customer service standards expected across QT Education and explains how those standards are communicated, monitored and reviewed. It is intended to support consistent service delivery and to provide evidence that QT Education actively measures and improves its service to clients and candidates.

2. Scope

This policy applies to all QT Education staff and to all work-finding and recruitment services provided to:

- teachers, candidates and temporary workers;
- schools, academies, trusts and other hirers;
- prospective clients and candidates; and
- other individuals or organisations using QT Education services.

For the purposes of this policy, "customer" includes both clients/hirers and candidates/work-seekers.

3. Our Customer Service Principles

Principle	QT Education standard
Professionalism	We will act courteously, ethically and professionally in all dealings and will treat people with dignity and respect.
Honesty & transparency	We will provide accurate information, be clear about our services, rates and processes, and will not knowingly make misleading statements or omit material information.
Responsiveness	We will respond to enquiries promptly and keep customers informed where a matter requires further investigation or information.
Accuracy	We will take reasonable steps to ensure information about roles, candidates, assignments, pay and compliance is accurate and appropriately documented.
Confidentiality	We will handle personal, commercial and safeguarding information confidentially and in accordance with QT Education policies and data protection requirements.
Fairness & inclusion	We will provide services fairly, support reasonable adjustments where appropriate, and will not tolerate unlawful discrimination, harassment or victimisation.
Continuous improvement	We will use feedback, complaints, concerns and service reviews to identify improvements to our working practices.

4. Service Standards for Teachers/Candidates

QT Education aims to provide teachers/candidates with a clear, supportive and professional service. We will:

- explain our registration, vetting and compliance requirements clearly;
- provide accurate information about roles and assignments and make clear where information is still being confirmed;
- seek appropriate permission before presenting a candidate to a client where required;
- provide assignment information and contractual documentation in accordance with applicable requirements;
- be transparent about pay arrangements, holiday pay and relevant deductions or statutory arrangements;
- deal promptly with payroll, pension, assignment and compliance queries;
- provide feedback from schools where it is available and appropriate to share;
- treat concerns seriously and signpost the Complaints Policy where a matter cannot be resolved informally; and
- protect personal information and share it only where lawful, necessary and appropriate.

5. Service Standards for Schools and Hirers

QT Education will aim to provide schools and hirers with a reliable, transparent and compliant recruitment service. We will:

- take clear booking information and confirm the requirements of the role or assignment;
- provide relevant information about proposed teachers or candidates and the checks completed;
- only put forward individuals who are considered suitable for the role based on the information available;
- communicate promptly about availability, booking changes, absences or other matters affecting an assignment;
- provide clear and transparent information about rates, charges and the service being provided;
- respond promptly to concerns about performance, conduct, safeguarding or suitability and follow the appropriate QT Education procedure;
- maintain confidentiality and handle school and candidate information appropriately; and
- seek feedback so that service quality can be monitored and improved.

6. Communication and Responsiveness

Area	Service approach
General enquiries	QT Education will aim to acknowledge routine telephone and email enquiries promptly, normally within one working day where practicable.
Urgent bookings	Urgent booking and same-day supply matters will be prioritised according to operational need.
Safeguarding / serious concerns	Safeguarding, suitability or serious conduct concerns will be escalated immediately in accordance with the relevant QT Education policy and procedure.
Queries requiring investigation	Where an immediate answer cannot be given, the customer will be told that the matter is being reviewed and updated as appropriate.
Complaints	Complaints will be managed in accordance with QT Education's Complaints Policy & Procedure, including an opportunity to resolve matters informally where appropriate.

7. Measuring Customer Service

QT Education will use a proportionate range of methods to understand the experience of clients and candidates. Not every method needs to be used for every placement. Evidence may include:

Mechanism	Who / when	Evidence retained
Telephone or email follow-up	Regular clients, teachers and candidates during or following assignments	Email correspondence, CRM/file notes or call notes
Placement / performance feedback	Schools and teachers, particularly on longer-term or significant assignments	Feedback email, record or consultant note
School visits / meetings	Where appropriate as part of account management	Meeting or visit notes and follow-up actions

Surveys / feedback requests	Periodic or targeted use where useful	Survey output, responses or summary
Complaints and concerns	Whenever a complaint or service concern is raised	Complaint/concern record and outcome
Repeat business / ongoing engagement	Reviewed as a general service indicator	Management review and account/candidate activity

Feedback may be positive or negative. Both should be considered when reviewing whether QT Education's service standards are effective.

8. Complaints, Concerns and Informal Resolution

Customers are encouraged to raise concerns with QT Education as soon as possible so that they can be considered and, where appropriate, resolved informally. Where a matter cannot be resolved informally, or where the customer wishes to make a formal complaint, the matter will be handled under QT Education's Complaints Policy & Procedure.

Complaints and concerns will be reviewed for recurring themes and potential service improvements. Relevant outcomes and corrective actions will be recorded.

9. Using Feedback to Improve Our Service

QT Education will not collect feedback solely for record-keeping purposes. Where feedback identifies an opportunity to improve, the relevant Director or consultant will consider whether action is required.

- amending a procedure, template or communication;
- clarifying information provided to a teacher or school;
- providing staff training or refresher guidance;
- changing an administrative or compliance process;
- improving response or escalation arrangements;
- reviewing a supplier or service provider; or
- recording that no change is required, with the reason where appropriate.

Audit evidence

Customer feedback that results in a change should be capable of being demonstrated through a brief record of the feedback, the action agreed, the owner and the date completed. The Customer Service Monitoring & Improvement Record at Appendix 1 may be used for this purpose.

10. Staff Awareness and Training

All QT Education staff are expected to understand and apply this policy. Customer service expectations will be communicated through induction, internal updates, policy reviews, team discussions and relevant training.

Staff should understand the REC Code of Professional Practice and the importance of honest and transparent communication, accurate information, professional conduct and documented recruitment processes.

11. Equality, Reasonable Adjustments and Accessibility

QT Education will provide customer service fairly and without unlawful discrimination. Reasonable adjustments will be considered where a disabled candidate, worker, employee or other service user is placed at a substantial disadvantage. Requests will be handled in accordance with QT Education's Equal Opportunities & Diversity Policy and Reasonable Adjustment Procedure.

12. Data Protection and Confidentiality

Personal and confidential information obtained through customer contact, feedback, complaints or service monitoring will be handled in accordance with QT Education's GDPR & Data Protection Policy and applicable privacy notices. Only information necessary for the relevant purpose should be recorded or shared.

13. Responsibilities

Role	Responsibility
Directors	Set service standards, review significant concerns and feedback, approve improvement actions and oversee annual review of this policy.
Consultants / staff	Apply the service standards in day-to-day work, record relevant contact and feedback, escalate concerns and implement agreed actions.
Policy Owner - Rosalyn Tharme	Maintain this policy, coordinate monitoring evidence and ensure customer service improvement actions are reviewed and recorded.

14. Monitoring and Review

Customer service performance will be reviewed at least annually and may be reviewed sooner where feedback, complaints, an audit finding or a significant operational issue indicates that action is required.

The review should consider:

- feedback received from clients and candidates;
- complaints and concerns and whether they were resolved effectively;
- recurring issues or trends;
- examples of positive service performance;
- service improvements made during the period;
- whether staff need additional guidance or training; and
- whether this policy or any related procedure should be amended.

15. Related QT Education Documents

- Complaints Policy & Procedure
- Equal Opportunities & Diversity Policy
- Reasonable Adjustment Procedure
- GDPR & Data Protection Policy
- Safeguarding / Child Protection Policy
- Recruitment, Selection & Vetting Policy
- AWR Policy / Procedure and associated review records
- Staff Training & Compliance Record
- Relevant candidate, client and assignment records