



Customer Service Policy

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Contents

Introduction

Customer Service Policy Statement

Courtesy

Candidate Customer Care Standards

Client Customer Care Standards

Communication

Feedback

Consistency

Access to Information

Reduce Bureaucracy

Complaints

Introduction

Affinity Workforce Solutions is an employment agency and employment business with a focus on providing temporary staffing solutions for schools and childcare settings. We also recruit a range of staff for permanent positions where the candidate is directly engaged by the end client. Personal and professional, our service begins and ends with people – from the consultants we hire, to the teachers we place, and the close relationships we build with clients. We always endeavour to put people at the heart of what we do, therefore, customer service is an integral part of our work; we take the needs and requirements of all of our customers very seriously. Affinity Workforce Solutions is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

Customer Service Policy Statement

At Affinity Workforce Solutions 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 promptly.

Courtesy

All of our recruitment consultants are trained in customer service standards; exhibit customer friendly service skills and endeavour to be knowledgeable, professional and courteous in meeting the needs of our customers.

Candidate Customer Care Standards

We will take time during your registration to get to know you and understand the kind of work you are looking for. We have a Recruitment and Selection Policy available upon request. We will endeavour to find your ideal placements, and where this isn't possible, we will aim to offer you suitable alternative placements as and when they are available.

Affinity Workforce Solutions will always send you a Booking Confirmation by email confirming the details of every assignment.

We will stay in touch with you throughout your time working for AWS, making regular candidate care calls to see how you are enjoying your placements; to check your availability and to see how we can assist you with further assignments. We ask that you stay in touch with us to, keep us up to date with your availability and requirements and return any calls as promptly as possible.

Client Customer Care Standards

Affinity Workforce Solutions always strives to fill bookings as soon as possible. Emergency morning bookings will be filled as a matter of urgency and usually confirmed within 10 minutes. Bookings for the next day will be confirmed by 4pm the day before.

Where an answer cannot be given immediately, we will agree a time to get back to you with a full response.

We always confirm candidate's clearance and Safeguarding information and pride ourselves on providing the highest standards of staff, adhering to all relevant industry standards and safeguarding requirements.

Communication

We 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.

Feedback

We regularly ask for feedback on our staff and service, via telephone and email contact as well as face-to-face meetings. Please share with us any positive feedback we can repeat or negative feedback we can strive to improve upon.

We have a Safeguarding Children and Safer Recruitment Policy available upon request.

Consistency

As part of our commitment to upholding professional standards, we 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.

Access to Information

We comply fully with the provisions of the Data Protection Act 2018. Any personal or confidential information held by us about a client or work seeker is fully accessible to that person or body by sending us a Subject Access Request (SAR) Form. For more information regarding Data Protection and our request for information procedure please ask to see our Data Protection Policy and Privacy Notice from your consultant, or contact:

lauren.griffiths@affinityworkforce.com

Reduce Bureaucracy

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

Complaints

Affinity Workforce Solutions seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to your designated consultant, or their Team Leader in the first instance, where they will be acknowledged and directed to the attention of the appropriate person.

Our Complaints Policy is available upon request.