

## Client Service Charter

This Charter is our promise to you as valued clients on what you can expect from us and what you can, and should, do if you are not satisfied with our service. This Charter helps us to ensure that you are happy with our service and is a tool for us to continuously improve our service based on your feedback.

### What can you expect from us?

#### 1. The opportunity to discuss your needs with us face to face

We will always ask you if you would like to meet to discuss your staffing requirements. It is preferable to us that we meet with you, particularly if you have never used our services before so that we can get a better understanding of your workplace dynamics and culture. In turn, this assists us to fill not just the expectations you have that relate to the skills and experience of the candidate, but also achieve a better cultural fit.

#### 2. Meeting your needs in a realistic and efficient timeframe

We will always ensure that we discuss timeframe with you. It's important to us that we take the time to properly recruit to the position and sometimes that takes time. We also acknowledge that organisations are faced with tight timeframes and other pressures that require human resources quickly. We will talk with you to reach a happy medium.

#### 3. The provision of personnel that meets your workforce requirements, with the appropriate skills and experience

We will ensure that we have an understanding of your needs and skills requirements through a comprehensive discussion with you about the position. We will not recommend people who do not possess the skills and experience we understand that you are seeking.

#### 4. Honesty and integrity in the work that we produce for you

We will be honest and upfront with you in all discussions, including if we are unable to source the types of skills and experience you are seeking within the agreed timeframe.

#### 5. Regular contact during temporary staffing periods

We will organise with you to have regular reviews of staff performance during the time that they work with you.

#### 6. After service follow up and feedback

We will consult with you at the conclusion of a temporary assignment and at the end of each permanent recruitment drive to get honest and constructive criticism on how we have conducted our service and an evaluation of the outcomes.

#### 7. A courteous and friendly manner

We commit to being friendly, professional and courteous in our dealings with you by treating you with dignity and respect; behaving with honesty and integrity; identifying ourselves when we talk to you and having trained and professional staff who uphold this charter.



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## 8. Respect for your rights

We commit to holding information about you in accordance with legal requirements and protecting your personal and organisational information that may be released to us by not disclosing it to anyone else without your consent or unless we are required to do so by law.

### How can you complain if something goes wrong?

#### 1. Complaints

We commit to dealing with your complaint fairly according to our processes and procedures.

#### 2. Suggestions

We value your suggestions for improving our service and you may do this by contacting us directly or through our periodic surveys.

### How can you help us?

You can help us provide you with the best service by:

- Being clear about what you want and when you want it
- Letting us know if you are using our services exclusively or not
- Providing us with a comprehensive job brief or position description (preferably in writing so that there is no misunderstanding about the role requirements)
- Providing us with the appropriate company information (your name, contact details and organisation location) and notifying us when this changes.

### How do we know if we have met our commitments to you?

- We conduct periodic client surveys to measure general and specific aspects of our service and look for ways to improve our service to you.
- We review suggestions and complaints to look for ways to improve our service to you.
- We review our service – based key performance indicators on a monthly basis to measure and look for ways to improve our service to you.
- We actively encourage our staff to consider their interactions with you and suggest meaningful ways to improve our service to you.
- We report on our customer service achievements which will be posted on our website each year, commencing July 2012.

### How to contact us

Our contact details are on the [Contact Us](#) section of our website

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