



system-people COLIK

Customer Service Policy - Education

Version: 2, August 2025

Document Control

Version 2: Effective 1st August 2025

Review Dates

Policy will be reviewed on an annual basis

Linked Policies

Complaints Policy

Person Responsible for the Policy

General Manager

Name

Charlotte Kirkbride

Signature



1. Purpose

This policy outlines our commitment to delivering high-quality, ethical, and compliant temporary staffing services to schools, academies, multi-academy trusts, colleges and education professionals across the UK.

As a specialist education recruitment provider operating as an Employment Business (supplying temporary workers), we comply with the following legislation and professional standards:

- The Conduct of Employment Agencies and Employment Businesses Regulations 2003
- The Agency Workers Regulations 2010 (AWR)
- The Recruitment & Employment Confederation (REC) Code of Professional Practice
- Current safeguarding legislation and statutory guidance, including Keeping Children Safe in Education (KCSIE)

2. Scope

This policy applies to:

- The supply of temporary Teachers, support staff and non-teaching education roles

3. Our Commitment to Service Excellence

We are committed to:

- Acting with integrity, honesty, and transparency
- Delivering fully compliant and appropriately vetted staff
- Promoting safeguarding and safer recruitment practices
- Treating clients and candidates fairly and without discrimination
- Complying fully with REC standards and UK employment legislation

4. REC Compliance

As a proud member of the Recruitment & Employment Confederation (REC), we adhere to the REC Code of Professional Practice and commit to:

- Operating ethically and responsibly at all times
- Ensuring transparency in fees, terms of business, and candidate suitability
- Providing clear assignment details and written terms to candidates
- Avoiding restrictive practices or misleading advertising
- Maintaining accurate and secure records
- Undertaking regular training and professional development

5. Agency Workers Regulations (AWR) Compliance

We are committed to full compliance with the Agency Workers Regulations 2010, ensuring fair treatment of agency workers.

5.1 Day 1 Rights

From the first day of an assignment, agency workers are entitled to:

- Access to collective facilities and amenities (e.g., staff rooms, canteen, parking)

- Information about relevant internal vacancies

5.2 12-Week Equal Treatment Rights

After 12 qualifying weeks in the same role with the same hirer, agency workers will receive:

- Equal pay comparable to a directly employed equivalent
- Equal working time entitlements (e.g., rest breaks)
- Equal annual leave entitlement (where applicable)
- Equal basic employment conditions

We:

- Monitor qualifying periods accurately
- Request relevant comparator information from schools
- Adjust pay and conditions accordingly
- Maintain transparent communication with workers and clients

6. Safeguarding & Safer Recruitment

Safeguarding is central to our service. In line with KCSIE, we ensure:

- Enhanced DBS checks (including barred list checks where required)
- Verification of identity and right to work in the UK
- Robust, thorough reference checks
- Employment history checks
- Qualification verification
- Prohibition and overseas checks where applicable

Any safeguarding concern is escalated immediately in accordance with statutory guidance.

7. Service Standards

7.1 Response Times

- Telephone calls answered promptly during business hours
- Emails acknowledged promptly during business hours
- Urgent same-day bookings are dealt with immediately
- Schools are kept informed of progress when sourcing staff
- Out of hours (evenings and weekends) telephone calls and emails for cover requests are responded to promptly

7.2 Client Service

We will:

- Conduct detailed booking consultations
- Provide suitably matched, compliant candidates
- Confirm bookings in writing and provide all relevant information for your records
- Offer follow-up feedback discussions
- Provide clear and transparent pricing

7.3 Candidate Service

We will:

- Provide written terms of engagement
- Clearly explain pay rates and assignment details
- Ensure payroll is accurate and timely
- Provide ongoing consultant support
- Offer constructive feedback where available

8. Professional Conduct & Confidentiality

All staff will:

- Maintain confidentiality in accordance with GDPR
- Act without discrimination
- Avoid conflicts of interest
- Provide honest advice
- Uphold professional standards at all times

9. Complaints Procedure

We take complaints seriously and handle them fairly and transparently.

- Day 0–1: Your complaint is recorded in our central register within 1 day of receipt.
- Within 5 days of receiving your complaint: We send you a written acknowledgement, confirm the details of your complaint, and advise who will be handling it.
- Within 5 days of receiving your response: We acknowledge your reply and confirm the next steps.
- Investigation stage (typically up to 9 days):
 - Relevant staff member asked to respond within 5 days.
 - We review all information within 4 days of receiving their response.
- Within 5 days of completing the investigation: The General Manager will either:
 - Invite you to a meeting to resolve the complaint (with written confirmation issued within 2 days of the meeting), or
 - Send you a detailed written response outlining findings and proposed resolutions.
- Overall timeframe: Complaints are typically resolved within approximately 3–4 weeks, depending on complexity and response times.

Clients and candidates may also raise concerns directly with the REC if appropriate by writing to the Consultancy and Compliance Team, REC, 20 Queen Elizabeth Street, London, SE1 2LS.

10. Equality, Diversity & Inclusion

We are committed to equal opportunities and operate in accordance with the Equality Act 2010. We:

- Promote inclusive recruitment practices
- Do not discriminate on the basis of protected characteristics
- Encourage diversity within education settings

11. Continuous Improvement

We continually review our service through:

- Client and candidate feedback
- Compliance audits

- Ongoing staff training
- Annual policy review

12. Policy Review

This policy will be reviewed annually or sooner if legislative changes require updates.