



Introduction

Heart of Supply Ltd is a member of the Recruitment and Employment Confederation (REC) and is committed to upholding the REC Code of Professional Practice at all times.

At Heart of Supply, we endeavour to provide a high standard of service to all clients, candidates, and work seekers. We welcome feedback, comments, suggestions, and queries, and we take any concerns or complaints seriously.

If you wish to raise a query or make a complaint regarding the service you have received, please contact us using the details below. We will acknowledge all queries and complaints within 3-5 working days and aim to resolve matters promptly and fairly.

This policy will be kept under regular review and updated as necessary to reflect changes in legislation, business operations, and professional standards. The policy and its effectiveness will be reviewed annually.

Courtesy

All recruitment consultants are trained in customer service standards and are expected to act in a professional, courteous, and respectful manner at all times. Our staff will demonstrate a customer-focused approach and maintain appropriate knowledge of the education sector to meet the needs of our clients and candidates effectively.

Communication

We aim to respond to all phone calls and emails from clients and registered candidates within agreed timescales. Where this is not possible, we will inform you as soon as practicable and agree a revised response timeframe.

Clear, honest, and timely communication is central to the service we provide.

Consistency

As part of our commitment to upholding professional standards, we review our policies and procedures annually to ensure they remain compliant with business needs, relevant legislation, and the REC Code of Professional Practice. We apply our policies consistently and fairly to all customers.

Complaints

We seek fair, just, and prompt resolutions to any complaints or appeals wherever possible. Complaints should be raised with your usual point of contact in the first instance.

If a matter cannot be resolved at this stage, it will be escalated to the Company Director, who will review the issue in line with our formal complaints' procedure. A copy of this procedure is available upon request.

Access to Information

We comply fully with the provisions of the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. Any personal or confidential information held about a client or work seeker may be accessed, reviewed, or amended by contacting the Company Director.

Reduce Bureaucracy

Wherever possible, and without compromising legal, safeguarding, or professional requirements, we aim to minimise unnecessary paperwork and administrative burden.



How to Contact Us:

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