



CUSTOMER SERVICE POLICY

REVIEWED: September 2024
DATE OF NEXT REVIEW: September 2025

Introduction

Bay Resourcing is a STANDARDS IN RECRUITMENT member who adheres to its Professional Practice Code.

Customer Service Policy Statement

At Bay Resourcing, we endeavor to provide you with the best possible service at all times. If you would like to make any comments or suggestions, raise a query, or complain about the service you have received, please contact us; our contact details are below. We will respond to your query within 3 - 5 working days.

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

Courtesy

All staff will be trained in customer service standards, exhibit customer-friendly service skills, and be knowledgeable, professional, and courteous in meeting the needs of our customers.

Communication

We will return all phone calls and emails from clients, registered candidates, and applications regarding specific vacancies within agreed timescales. If we cannot meet this agreement, we will inform you as soon as possible and decide on a new deadline.

Consistency

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet business needs and are consistently applied to all our customers.



Complaints

When possible, Bay Resourcing seeks fair, just, and prompt solutions to address any complaints and appeals. All such issues should be addressed to the Business Manager (customercare@bayresourcing.com) in the first instance, where they will be acknowledged and directed to the appropriate person. A complaints process is in place for disputes; this can be found in the Complaints policy on the Bay Resourcing Website.

Access to Information

We comply fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by us about a client or work seeker is fully accessible to that person or body for review or editing by contacting the Data Protection Officer using the email bay@bayresourcing.com

Reduce Bureaucracy

Without compromising our legal requirements and professional standards, we strive to reduce the burden of unnecessary paperwork wherever possible.

How to Contact Us:

customercare@bayresourcing.com