

Customer Service Policy

Celsian Education is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

Celsian Education Customer Service Policy Statement

At Celsian Education 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 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 recruitment consultants will be trained in customer service standards; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

Communication

We at Celsian Education will return all phone calls and emails received from schools 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.

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 the Recruitment and Employment Confederation's Code of Professional Practice; and that they are consistently applied to all our customers.

Complaints

Celsian Education seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Branch Manager in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes; copies are available from our offices or on www.celsianeducation.co.uk/schools/resources.

Access to Information

We comply fully with the provisions of the General Data Protection Regulations. Any personal or confidential information held by us about a school or work seeker is fully accessible to that person or body for review or editing by contacting the Managing Director.

Reduce Bureaucracy

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

How to Contact Us

Birmingham Branch

Victoria Square House
81 New Street
Birmingham
B2 4BA

Tel: 0121 633 4698

Email: birmingham@celsianeducation.co.uk

Derby Branch

St Katherine's House
St Mary's Wharf
Mansfield Road
Derby
DE1 3TQ

Tel: 01332 291723

Email: derby@celsianeducation.co.uk

Leeds Branch

West One
Wellington Street
Leeds
LS1 1BA

Tel: 0113 244 0140

Email: leeds@celsianeducation.co.uk

Leicester Branch

1st Floor
3 Pocklington Walk
Leicester
LE1 6BU

Tel: 0116 277 6400

Email: leicester@celsianeducation.co.uk

Manchester Branch

3rd Floor, Suite 5
1 King Street
Manchester
M2 6AW

Tel: 0161 839 8005

Email: manchester@celsianeducation.co.uk

Sheffield Branch

Wharf House
Victoria Quays
Wharf Street
Sheffield
S2 5SY

Tel: 0114 272 2255

Email: sheffield@celsianeducation.co.uk