

Customer Service Policy

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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 endeavor to provide you with the best possible service at all times. If you would like you make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us via contact details 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 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 clients and candidates.

Communication

We, Celsian Education, will return all phone calls and emails received from clients 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 Director in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in places for any disputes. To view our Complaints Policy and Procedure, please follow the link <https://www.celsianeducation.co.uk/schools/resources>.

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 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

1st Floor, Victoria Square house, 81 New Street, Birmingham, B2 4BA

Tel: 0121 633 4698

birmingham@celsianeducation.co.uk

Derby

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

Tel: 01332 291 723

derby@celsianeducation.co.uk

Leeds

West One, Wellington Street, Leeds, LS1 1BA

Tel: 0113 244 0140

leeds@celsianeducation.co.uk

Leicester

1st Floor, Old School House, 65A London Road, Oadby, Leicester LE2 5DN

Tel: 0116 277 6400

leicester@celsianeducation.co.uk

Manchester

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

Tel: 0161 839 8005

manchester@celsianeducation.co.uk

Sheffield

1st Floor, Wharf House, Victoria Quays, Sheffield, S2 5SY

Tel: 0114 2722255

sheffield@celsianeducation.co.uk