



Education is your business – and ours

Customer Service Policy Statement

1. WorkwithSchools (WwS) is a trading name of City of York Trading Ltd (CYT Ltd) who are members of the Recruitment and Employment Confederation (REC) CYT Ltd and WwS adhere to REC's [Code of Professional Practice](#)
2. WwS will endeavour to provide all customers with the same consistent high standards of service at all times. WwS' customers include not only clients and prospective clients but also registered candidates, and applicants.
3. WwS' guiding principles are that when customers contact WwS, our staff will :-
 - a. Identify themselves
 - b. Be helpful and courteous
 - c. Be professional and positive
 - d. Be well informed so they are able to help
 - e. Be effective at listening and responding
 - f. Be fair and respectful of diversity
4. Customers contact WwS via a variety of channels including digital (website, email, social media) telephone, face-to-face, letter, application forms and WwS aim to make all these channels accessible, efficient and responsive.
5. With respect to digital and telephone contact WwS aim to :-
 - a. Acknowledge digital correspondence within 24 hours and respond as soon as possible but no longer than 10 days after receipt;
 - b. Answer the telephone within 30 seconds, taking ownership of the call to resolve the customer's enquiry wherever possible, or if taking the call for a colleague using an effective message taking system to make sure the customer is called back;
 - c. Respond to voicemail messages asap within the same working day, or on the next working day if the message is left after 6.30pm, on a Saturday or bank holiday;

Where WwS are unable to meet these deadlines we will inform the customer of this as soon as possible and agree a new deadline.
6. With respect to face-to-face customer contact (including personal callers with or without appointments, contact with customers at events, meetings out and about and site visits) WwS aim to :-
 - a. Give clear instructions about the location of the face to face contact;
 - b. Greet customers on arrival at a WwS building/event in a polite and courteous manner;
 - c. Give full attention to the customer, and offer an appointment if this may be more appropriate, responsive or efficient;
 - d. When discussing personal information, do so in a confidential environment.



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7. With regard to written communication, WwS aim to :-

- a. Respond within 10 working days of receipt;
- b. Include a contact name and telephone number to assist the customer;

If a full response is not feasible within this timescale, WwS will keep the customer informed with an expected date of full response or explanation as to why a full response is not feasible.

8. WwS monitor performance by conducting regular client, candidate and applicant surveys, using the results of these surveys to help establish what WwS do well and what we can do to improve.

9. If a customer would like to make any comments or suggestions, raise a query or give a compliment please contact us as shown below. If a customer has a complaint about service received from WwS, please see the [CYT Complaints Policy](#).

10. This policy will reviewed annually, to ensure that it both continues to be effective and that it reflects any changes in the nature and size of WwS' business.

Contact us:-

bookings@workwithschools.co.uk (clients)

applications@workwithschools.co.uk (candidates/applicants)

Telephone: - 01904 554195