Customer Service Policy

Company name:	Vision for Education / Smart Teachers
Document	Customer Service Policy
Topic:	Information outlining how we will handle enquiries, complaints, and other customer interactions.
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Introduction

At Vision for Education and Smart Teachers, we endeavour to provide our clients and candidates 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 service friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

Communication

Vision for Education and Smart Teachers 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.

Customer Service Policy

Complaints

Vision for Education and Smart Teachers seek fair, just and prompt solutions where possible to any complaints and appeals. For further information regarding complaints, please refer to our **Complaints Policy.**

Data Protection

We handle personal data in line with the UK GDPR and Data Protection Act 2018. Individuals have the right to request access to the personal data we hold about them and, where applicable, ask for it to be corrected or otherwise managed in line with their data protection rights. For further information, please refer to our **Data Protection Policy** and **Privacy Notice**.

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

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