

Customer Service Policy

Policy Statement

Master Class Education Ltd is committed to delivering a high-quality, professional, and transparent recruitment service to our clients and candidates across all educational settings. We work with primary, secondary, further education, and specialist provisions, supplying staff on a day-to-day, short-term, long-term, and permanent basis.

This Customer Service Policy outlines our approach to service delivery, communication, quality assurance, and continuous improvement, ensuring we meet and exceed the expectations of both clients and candidates.

Our Service Commitment

We are committed to:

- Providing a responsive, reliable, and ethical recruitment service
- Understanding the individual needs of each educational setting and candidate
- Maintaining open, honest, and timely communication
- Adhering to all relevant legislation, safeguarding requirements, and best practice standards
- Continuously improving our services through feedback and performance monitoring

Service to Clients

We aim to:

- Respond promptly to all booking requests and enquiries
- Offer suitably qualified, vetted, and prepared candidates
- Provide cover solutions aligned to the specific needs of each setting
- Communicate transparently regarding availability, suitability, and costs
- Support clients throughout the duration of each placement

For day-to-day and short-term cover, we focus on speed, accuracy, and reliability.

For long-term and permanent recruitment, we provide a consultative service, supporting clients through selection, placement, and post-placement follow-up.

Service to Candidates

We are committed to:

- Treating all candidates fairly, respectfully, and professionally
- Providing clear information regarding roles, expectations, pay, and policies
- Ensuring candidates are suitably matched to placements aligned with their skills and preferences
- Supporting candidates before, during, and after assignments
- Offering guidance on professional development where appropriate

Measuring Service Quality

We have established clear mechanisms to measure and evaluate the quality of our service to both clients and candidates.

Client and Candidate Surveys

- Regular online or email surveys are issued to clients and candidates
- Surveys assess satisfaction across key areas such as:
 - Responsiveness
 - Quality of placements
 - Communication
 - Professionalism
- Survey results are reviewed by management to identify trends, strengths, and areas for improvement

Telephone Feedback Calls

- Follow-up telephone calls are conducted:
 - After initial placements
 - At regular intervals during long-term assignments
 - Following completion of placements
- These calls allow for meaningful, real-time feedback and issue resolution

Site Visits

- Where appropriate, site visits are carried out with client schools and educational settings
- Visits provide valuable insight into:
 - Placement performance
 - School culture and evolving needs
 - Opportunities to improve service delivery
- Feedback gathered during site visits is documented and actioned

Performance Monitoring

We track internal performance indicators including:

- Fill rates and response times
- Candidate retention and redeployment
- Repeat bookings and long-term partnerships
- Compliments, concerns, and complaints received

Gathering and Using Feedback

Feedback is gathered through:

- Formal surveys
- Informal telephone conversations
- Face-to-face meetings and site visits
- Emails and written correspondence
- Candidate onboarding and exit conversations
- MCE aim to request feedback each school term or at the end of an assignment if the placement is shorter than the term

All feedback is:

- Logged and reviewed by senior staff
- Used to identify training needs, process improvements, and service enhancements
- Shared (where appropriate) within the business to promote best practice
- Used to inform service reviews and policy updates

We actively encourage both clients and candidates to provide honest feedback and assure them that all feedback is treated confidentially and professionally.

Complaints Handling

We take complaints seriously and view them as an opportunity to improve.

Our approach includes:

- Acknowledging complaints promptly
- Investigating issues fairly and objectively
- Communicating outcomes clearly and professionally
- Implementing corrective actions where required

Our full complaints policy is available on our website and upon request.

Continuous Improvement

This policy is reviewed regularly to ensure it remains effective, compliant, and aligned with best practice in education recruitment. Feedback from clients, candidates, and staff directly informs updates to our service delivery approach.