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ASPIRE LOCUMS

CUSTOMER SERVICE SURVEY

Dear Client.

Please take a few minutes to complete this customer service survey. We realise how busy you must be but it is important for us to have your valuable feedback to help us improve our services to you and other clients. We have tried to make it as simple as possible.

Customer Service Survey					
Questions	Excellent	Good	Average	Fair	Poor
Staff availability for you when you called?					
Staff greeting and assistance?					
Staff answered your questions?					
Staff understood your requirements?					
Staff kept you informed about your order?					
Staff offered pertinent advice?					
Staff was courteous throughout?					
Overall, how would you rate our service?					
Would you use us again?	YES / NO				
Would you recommend us to your friends?	YES / NO				
What did you like best about our customer service?					
How could we improve our customer service?					
Is there a staff person you would like to commend?					

Please add your surgery stamp to this page and fax back to FAX: 0870 803 3092.
We welcome negative feedback too!



ASPIRE LOCUMS

CUSTOMER SERVICE SURVEY

Customer Service Policy

Aspire Locums is a member of the Recruitment and Employment Confederation (REC) and adheres to their code of professional practice.

Customer service policy statement

At Aspire Locums 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 and 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 Aspire Locums 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 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 they are consistently applied to all our customers.

Complaints

Aspire locums seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the managing director and will be directed to an appointed person who will handle your complaint. A complaint procedure is in place for any disputes; copies are available upon request and can be downloaded from our website www.aspirelocums.com

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 managing director.

Reduce Bureaucracy

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

How to contact us

See below;

Aspire Locums, 100 Great Homer Street, Liverpool L5 3LF
Tel: 0870 803 3091 Fax: 0870 803 3092
E: mail@aspirelocums.co.uk W: www.aspirelocums.com
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