

Partners Employment

Customer Service Charter

The aim of Partners Employment is to ensure that both clients and our temporary and permanent workers receive the highest possible standard of courtesy and service at all times.

By matching the skills of our available staff with the requirements of clients we undertake to provide competent and dependable staff who fully meet the needs of their potential employers.

Our Commitment:

*Maintaining a professional manner ~ Being courteous and helpful ~
Using plain language ~ Listening carefully ~ Providing clear and accurate information ~ Responding to enquiries and requests with clear and agreed timescales ~ Being accountable ~ Apologising if a mistake has been made ~ Being sensitive to special needs ~ Being accessible ~
Improving or exceeding our service standards.*

Our Aim:

We expect you to experience an excellent standard of service every time you contact us ~ To provide a high quality service and information for all our clients and candidates ~ We will ensure that if a complaint does arise it is dealt with promptly, openly and fairly ~ We will always consider any new ways to improve our service and welcome any comments you wish to make ~ We will strive to ensure that all our customers are satisfied, and will measure satisfaction levels on a quarterly basis, publishing these results on our website.

Joint Managing Directors

