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| Company Name: | Mando Solutions Limited ("the Company") |
| Policy Name: | Customer Service Policy |
| Policy Reference Number: | P004 |
| Version: | 6.0 |
| Written by: | Lucy Herlihy |
| Position: | Consultant |
| Authorised by: | Rachel Corcoran |
| Position: | Director |
| Signature: |  |
| Date of Authorisation: | 12-Jul-18 |
| Issue Date: | 12-Jul-18 |
| Review Date: | 28-Jun-19 |

Mando Solutions Ltd is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

Mando Solutions Ltd Customer Service Policy Statement

The Company 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. 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 Company 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

The Company will return all phone calls and emails received from clients, registered candidates and applications in respect of specific vacancies, placements and business requirements 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.

Complaints

The Company seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Director in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes; copies are available from our offices.

Access to Information

We comply fully with the provisions of the Data Protection Act 1998 and the EU GDPR Regulation 2016/679. 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 Data Protection Officer

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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| Director: | Rachel Corcoran |
| Tel: | 01291 435400 |
| Email: | info@mandosolutions.co.uk |
| Data Protection Officer: | Lucy Sutton |
| Tel: | 01291 435440 |
| Email: | dataprotection@mandosolutions.co.uk |
| Internet: | www.mandosolutions.co.uk |

Appendix 1: Revision History:

| Version | Revision Required |
|---------|--|
| 1.0 | Contact details updated to align with staff changes |
| 2.0 | Template updated in line with company branding |
| 3.0 | Template update |
| 4.0 | Template update |
| 5.0 | Template update, policy number change |
| 6.0 | Annual review; updates required re: company logo, scope of company, GDPR regulations |