

Customer Services Charter

The aim of plum appointments is to ensure that both our clients and our temporary and permanent workers receive the highest possible standard of courtesy and service at all times. Utilising the most advanced technology to ascertain the skills of our available staff we undertake to provide our clients with the standard of candidates that fully meet their needs.

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 the needs of others • 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 we will measure satisfaction levels on a quarterly basis, publishing these results on our website.

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