



Customer Care Policy

This Customer Care Policy sets out the policy for Ganymede Solutions Limited. It has been confirmed by the directors and is consistent with our corporate policy.

Ganymede Solutions' core values define what we stand for and how we do things, helping us work together in the most fulfilling way to provide the best service to our clients.

- We strive for excellence, through continuous improvements in all our work.
- We lead by example - acting in a way that exemplifies what we expect of each other and for our clients.
- We work together - bringing out the best in each other and creating strong and successful working relationships.
- We respect people for who they are and for their knowledge, skills and experience as individuals and team members.
- We are open and honest in our communication - sharing information, insight and advice, frequently and constructively and managing tough situations with courage and professionalism.
- We act with integrity - constantly striving to uphold the highest professional standards.
- We embrace an innovative approach in all that we do, addressing future challenges today.

The purpose of this policy is to set clear standards for our customer service and to review and improve our level of service regularly. Ganymede Solutions is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice. The aim is to ensure that we provide a helpful, friendly and effective service. As a customer centric business we ensure all employees within the Ganymede Solutions are focused on providing exemplary levels of customer service at all times, up holding our core values as stated above.

All complaints will be dealt with speedily and efficiently and in accordance with our Complaints Procedure.



Every employee will answer telephone calls in a prompt and helpful manner, and in any circumstances, within five rings.

All phone calls and emails received from clients and registered candidates and applications in respect of specific vacancies will be responded to within agreed and reasonable timescales.

Upon request, a staff member will book appointments for customers at an earliest available time and send an appointment card/email to the customer to confirm the appointment.

All staff members should be punctual for all appointments with customers.

At the appointment, our staff members will take required information from our customers in a courteous and sensitive manner. We will treat all personal information you provided to us strictly confidential.

We make sure that our customer support and complaint facilities are accessible to all customers.

We provide training and guidance for all staff members to make sure that they are aware of their responsibilities under the law towards all customers and candidates.