

Customer Service Policy

Service standards for hirers, agency workers and candidates

Policy owner	Managing Director
Operational owner	Service Manager
Applies to	All staff of DM Recruitment Limited, including Simpli Technical Recruitment and Opus Vitae
Version / date	1.0 – 12 October 2026
Review	Annually, or when service standards or systems change

1. PURPOSE

DM Recruitment Limited ("DMR", "we") has two sets of customers: the hirers we supply and the workers and candidates we represent. Our business depends on both coming back. This policy sets out the standard of service each can expect from us, how we measure it, and what happens when we fall short. It sits alongside our Complaints Policy and Procedure, our Terms of Engagement with agency workers and our Terms of Business with hirers.

2. OUR PRINCIPLES

- Honesty – we tell hirers and workers the truth about availability, rates, timescales and problems, early, even when it is unwelcome.
- Responsiveness – every contact gets a reply within a defined time, and nobody is left wondering whether we received their message.
- Fairness – workers are treated with the same courtesy as hirers. Both are customers. We do not allow a hirer's preference to override a worker's legal rights.
- Compliance as service – paying people correctly and on time, giving the right information before an assignment starts and handling data properly are part of good service, not separate from it.
- Ownership – every hirer and every active worker has a named point of contact who is responsible for their experience of DMR.

3. WHAT HIRERS CAN EXPECT

Standard	Commitment
Named contact	A named account consultant, with a named deputy for absence, and the Service Manager as escalation point
Response to enquiries	Telephone calls returned the same business day; emails acknowledged within 4 business hours and answered within 1 business day
Booking confirmation	Every booking confirmed back in writing (email or portal) the same day, stating role, site, shift pattern, start date, rate and duration
Fill and attendance	Target of 97% of confirmed shifts filled and attended. Where a shift cannot be filled, the hirer is told as soon as we know and in any event by 4pm the day before, or within 1 hour of a same-day cancellation
Worker quality	Every worker supplied has completed registration, right-to-work and any checks the role requires, and has received an Assignment Details Form before starting
Issues on site	Any concern about a worker acknowledged within 1 hour in business hours and resolved or replaced as agreed with the hirer; unsuitability handled under our Regulation 20 policy
Invoicing	Accurate weekly invoices matched to signed timesheets; queries answered within 2 business days
Service review	Quarterly service review with every regular hirer covering fill rate, attendance,

DM RECRUITMENT

	timesheet accuracy and any issues raised
Out of hours	An out-of-hours contact number for shift problems, published on every booking confirmation

4. WHAT WORKERS AND CANDIDATES CAN EXPECT

Standard	Commitment
Registration	A clear explanation of how we work, the Key Information Document and our Terms of Engagement before anything is signed, and no charge for any of it
Honesty about work	We do not promise work we do not have. Where there is no suitable assignment, we say so
Assignment information	Rate, site, hours, duration, who to report to and any health and safety information in writing before the first shift
Pay	Paid weekly in arrears, on time, with an itemised payslip, for every hour worked – whether or not the hirer has paid us. Pay queries acknowledged the same day and resolved by the next pay run
Holiday	Holiday requests answered within 2 business days of receipt (7 days' notice required); accrued holiday shown on request
Response to contact	Calls returned the same business day; messages through the app or email answered within 1 business day
Respect	Courteous treatment by our staff and on site. Any report of bullying, harassment or unsafe conditions at a hirer is acted on the same day
Rights	Day-one and 12-week AWR rights explained and delivered; queries about rights answered within 5 business days or passed to the hirer the same day where the right is the hirer's to provide
Feedback	Candidates who attend an interview or trial shift are told the outcome within 2 business days of us receiving it

5. HOW WE MEASURE IT

The Service Manager reports the following to the Managing Director monthly, by hirer and by branch:

- fill rate and attendance rate against the 97% standard;
- shifts cancelled by DMR and the notice given;
- pay queries raised and the number resolved by the next pay run;
- complaints received, by category, and time to resolution under the Complaints Procedure;
- hirer service reviews held against those due;
- worker and hirer feedback from surveys, reviews and exit conversations.

Where a standard is missed for a hirer or a worker, the account consultant records the reason and what was done about it. Repeated misses on one account or by one consultant are addressed through supervision and, where needed, the performance process.

6. WHEN WE GET IT WRONG

If we miss a standard, we tell the customer, apologise, put it right and record it. Where the customer is not satisfied, they are told how to use the Complaints Policy and Procedure, which is available from any office and on our website. Complaints are never treated as a nuisance: they are the most direct feedback we get.

No worker will be offered fewer shifts, and no hirer will receive a lesser service, because they have raised a concern or made a complaint.

7. STAFF RESPONSIBILITIES

DM RECRUITMENT

- All staff: know these standards, meet them, and log contact and commitments on the system so a colleague can pick up any account or worker without loss of service.
- Account consultants: own the hirer relationship, the booking-confirmation and fill standards, and the quarterly service review.
- Service and payroll staff: own the worker standards on pay, holiday and assignment information.
- Service Manager: monitors performance against this policy, handles escalations and reports monthly.
- Managing Director: owns the policy, reviews the monthly report and the complaints register, and approves changes to the standards.

Service standards are covered at induction and reviewed with each member of staff at least annually.

8. REVIEW

This policy is reviewed annually by the Managing Director and the Service Manager, and whenever the systems, contact routes or service standards it relies on change.

Approved by	Signature	Date
Managing Director, DM Recruitment Limited		