



## Customer Service Policy

### REC Membership

Trust Education is a member of the Recruitment and Employment Confederation (REC) and adheres fully to the REC Code of Professional Practice.

### Customer Service Policy Statement

At Trust Education, we are committed to delivering the highest standards of customer service to our schools, academies, local authorities, teachers, and support staff. We encourage feedback and welcome comments, suggestions, and concerns regarding the service you receive. Our team will respond to all queries within 3–5 working days.

This policy will be reviewed annually to ensure it remains relevant, effective, and aligned with REC standards and the evolving needs of the education recruitment sector.

### Courtesy

All Trust Education consultants receive customer service and safeguarding training to ensure professional, respectful, and knowledgeable interactions with candidates, schools, and partners.

### Communication

Trust Education will return all client and candidate calls, messages, and emails within agreed service timeframes. Where delays are unavoidable, we will communicate promptly and set revised expectations.

### 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

Trust Education seeks fair, just and prompt solutions where possible to any complaints and appeals. All such issues should be directed to one of the directors or to one of our designated senior managers in the first instance, where they will be acknowledged and handled in accordance with our formal complaints policy. Our full complaints policy and procedure document is available upon request or via the policies section of our website.

## Access to Information

Trust Education complies fully with the Data Protection Act 1998 and UK GDPR. 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 one of the directors.

## 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

Head Office  
Trust Education  
Century Business Centre,  
Manvers Way,  
Wath-Upon-Deerne,  
S63 5DA

South Yorkshire Office: Tel: 01709 212 078

Email: [info@trustededucation.co.uk](mailto:info@trustededucation.co.uk)

West Yorkshire Office: Tel: 01924 574 001

Email: [cover@trust-education.co.uk](mailto:cover@trust-education.co.uk)

East Midlands Office: Tel: 01246 899 007

Email: [support@trust-education.co.uk](mailto:support@trust-education.co.uk)

Website: [www.trust-education.co.uk](http://www.trust-education.co.uk)