



Customer Service Charter





Introduction.

At MAYDAY Recruitment Group, we are committed to delivering exceptional service to our clients, candidates, and Members. This Customer Service Charter outlines the standards of service you can expect from us, how we communicate, and how we handle feedback and complaints. Our aim is to provide a consistently positive experience that reflects our values of professionalism, transparency, and care.

Our Service Commitment.

We are committed to:

- Providing high-quality, professional, and reliable recruitment services.
- Responding promptly and respectfully to all enquiries.
- Being transparent in our processes, decisions, and communications.
- Treating all people with fairness, respect, and inclusivity.
- Continuously improving our services through feedback and innovation.

Service Standards.

To deliver on our commitments, we will:

- Acknowledge all enquiries within **24 hours** (business days), ideally aiming to respond within 2 hours.
- Provide clear, accurate, and timely information.
- Conduct ourselves with courtesy, professionalism, and integrity.
- Safeguard privacy and confidentiality in line with the **Privacy Act** and our Data Protection Policy.





Communication Protocols.

- We communicate via phone, email, and secure online platforms.
- Updates will be provided regularly during recruitment and service processes.
- Communication will be professional, accessible, and tailored to your needs.
- Feedback channels remain open and encouraged at all stages.

Customer Satisfaction Monitoring Process.

MAYDAY Recruitment Group maintains a structured process to monitor customer satisfaction and ensure continuous improvement:

1. **Regular Feedback Surveys:** Periodic client satisfaction surveys following key milestones (e.g., candidate placement, project completion) gather insights on service quality, responsiveness, and overall experience.
2. **Recruiter Insider Platform:** A dedicated platform to collect real-time, anonymous feedback from Members and candidates, enabling continuous monitoring of satisfaction levels and prompt response to concerns.
3. **Ongoing Account Manager Engagement:** Account Managers maintain regular contact with Members, proactively seeking informal feedback during routine check-ins to address concerns promptly.
4. **Client Review Meetings:** Scheduled quarterly or bi-annual review meetings provide a formal opportunity to discuss performance, gather feedback, and plan improvements or adjustments.
5. **Issue Resolution Tracking:** All client issues or complaints are logged and monitored to ensure timely resolution and to identify recurring themes that inform service enhancements.
6. **Performance Reporting:** Feedback and satisfaction data are analysed and included in regular performance reports, guiding continuous improvement initiatives.

Through this multi-channel approach, MAYDAY Recruitment Group ensures that Member feedback is valued and acted upon, fostering ongoing service excellence.



Complaint Management Process.

MAYDAY Recruitment Group has a comprehensive process in place to monitor, manage, and resolve customer complaints efficiently and effectively:

- **Centralised Complaints Logging:** All customer complaints are recorded in our CRM system for systematic tracking and management.
- **Recruiter Insider Platform:** Real-time feedback and complaints are captured to identify and address issues promptly.
- **Dedicated Account Management:** Account Managers act as first points of contact, ensuring timely acknowledgement, investigation, and communication throughout the resolution process.
- **Formal Escalation Procedures:** Complaints that cannot be resolved at the Account Manager level are escalated to senior management for swift and appropriate action.
- **Root Cause Analysis:** For recurring or serious complaints, a root cause analysis is conducted to implement corrective measures and prevent recurrence.
- **Regular Reporting and Review:** Complaint data is analysed in performance reviews to monitor trends and inform continuous service improvements.

This structured approach, supported by Recruiter Insider's real-time feedback capabilities, ensures high service standards and prompt resolution of concerns raised by Members.

Roles & Responsibilities.

- **MAYDAY Recruitment:** Deliver services in line with this Charter and associated policies.
- **Clients & Candidates:** Provide accurate information, respond to requests in a timely manner, and engage respectfully with our team.
- **Shared Responsibility:** Maintain open, constructive, and professional relationships.





Continuous Improvement.

- Collect feedback via surveys, reviews, and direct engagement.
- Monitor service performance against KPIs.
- Provide ongoing staff training and development.
- Review this Charter and associated policies annually.

Associated Policies.

- Privacy & Data Protection Policy
- Diversity, Equity & Inclusion Policy
- Work Health & Safety Policy
- Complaints Management Policy
- Code of Conduct

Access & Availability.

A copy of this Customer Service Charter and associated policies is available on request and via our website. Any updates will be communicated promptly to Members.

Closing Statement.

MAYDAY Recruitment Group is dedicated to providing a positive experience for every client, candidate, and Member. We welcome your feedback and look forward to working together to achieve the best outcomes.