



MCG Customer Service Policy

This document is approved and authorised for application within The MCG Group Holdings Ltd and all associated subsidiary companies.

Signed  Colm McGinley, CEO

Last Review Date: December 2021



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Purpose

This document sets out the policy for all MCG Group companies and associated businesses to ensure that we provide our clients with the best possible service at all times.

The MCG Group and associated businesses are members of the Recruitment and Employment Confederation (REC) and adhere to their Code of Professional Practice.

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

Courtesy

All recruitment consultants will be trained in customer service standards; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

Communication

We will return all phone calls and emails received from clients and registered candidates and applications in respect of specific roles within agreed timescales. Where we are unable to meet this agreement we will inform you of this as soon as possible and agree a new deadline.

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

We seek fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Compliance department (compliancequeries@themcggroup.com) in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes of which copies are available on request.

Access to Information

We comply fully with all applicable Data Protection legislation. 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 the Compliance department (compliancequeries@themcggroup.com).

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

If you wish to contact us in relation to this policy or any other customer services query, please email the Compliance department (compliancequeries@themcggroup.com).