

Customer Service Policy

Keystage Education LTD | Version 1.0 | Reviewed August 2026 | Next review August 2027

Keystage Education LTD is committed to giving candidates and schools a service that is prompt, professional and honest. This policy sets out what you can expect from us and what to do if we fall short.

Our service standards

Answering you	Telephone calls answered during office hours. Emails acknowledged within 1 working day.
Bookings	Confirmed in writing before the assignment starts, with the school, dates, hours, rate and duties.
Candidate information to schools	Written confirmation of vetting checks provided before a candidate starts.
Registration	Candidates told within 5 working days of registering what is still outstanding on their file.
Problems on assignment	Responded to the same working day.
Complaints	Acknowledged within 3 working days, outcome within 10 working days.
Office hours	Monday to Friday, 7.00am to 5.00pm
Out of hours	Emergency cover line: 0208 057 9509

What you can expect from us

- We will be honest about what we can and cannot do, including telling you when we are unlikely to fill a booking.
- We will never put a candidate forward whose compliance file is incomplete, whatever the pressure.
- We will be clear about rates and charges before you commit, with no hidden fees.
- We will never charge a candidate a fee for finding work.
- We will treat everyone fairly and without discrimination.
- We will keep your information secure and use it only as our Privacy Policy describes.
- We will tell you promptly if something goes wrong, rather than waiting to be asked.

What we ask of you

- Schools: give us accurate details of the role, the hours and any risks, and authorise timesheets promptly.
- Candidates: keep your availability and documents up to date, and tell us as early as possible if you cannot attend.
- Everyone: treat our staff with respect. We do not require our team to accept abusive behaviour.

When we get it wrong

Tell us. Speak to your consultant first — most things are resolved that way. If that does not work, our Complaints Policy sets out a formal process with an independent appeal stage. Complaints do not affect the service you receive or the assignments a candidate is offered.

Contact: info@keystage-education.co.uk | 0208 057 9509