

## **GatenbySanderson – Quality Assurance Policy**

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GatenbySanderson stakes its reputation on the quality of its work and has a rigorous quality assurance framework in place to deliver effective contract management. We aim to ensure that the recruitment services we provide meet the needs and expectations of our clients, whilst maintaining optimum levels of integrity at all times. We employ a range of quality control measures which in turn influence the shape and form of our detailed service standards.

These include:

### **The Contract Team**

- We will identify a principal partner-led account management team for each client and will assign a minimum of two consultants to cover every recruitment assignment.
- A named partner is assigned to every assignment and will work closely with the contract team to ensure that we meet the needs of all of our clients.
- Full contact details for all principal consultants will be made available to clients.

### **Service Level Agreement**

We will provide professional advice to the client on all aspects of the recruitment process including:

- Job description and person specification to ensure that they reflect client aspirations and are pitched correctly within the prevailing market.
- Appropriate salary level.
- Search parameters and key sources and targets.
- Assessment process and timetable.
- Advertising Strategy including creative approaches (if required) and media placement.
- Diversity considerations in all of the above, to optimise the vacancy/employer's appeal to the broadest range of candidates. For example, we have an equal opportunities questionnaire to capture diversity information in respect of all candidates. This questionnaire reflects both Census and Equality and Human Rights Commission definitions and best practice.
- Once a recruitment timetable and process are agreed with the client, we will ensure that we meet our commitments and deliver all our services within the expected timeframe.
- We will respond to all queries from clients or candidates within 24 hours.
- We will attend meetings with clients within 48 hours of receiving the request.
- We will provide a weekly activity update report to the client once the search commences.
- On completion of an assignment we will provide a detailed report which provides details of our search and assessment processes along with analysis of the market reaction to the post and employer (this is detailed in the Functional Answers)
- With regard to longer-term contracts, we seek to schedule detailed review meetings with clients to assess how our service is meeting their needs, identify any problems or challenges and discuss options for improving overall performance.

### **Billing & Invoicing**

- We will invoice the client at agreed intervals throughout the duration of the assignment.
- We will produce invoices in either printed or electronic form as required by the client.
- We shall accept payment by Government Procurement Card or any other credit or charge card if requested to do so.

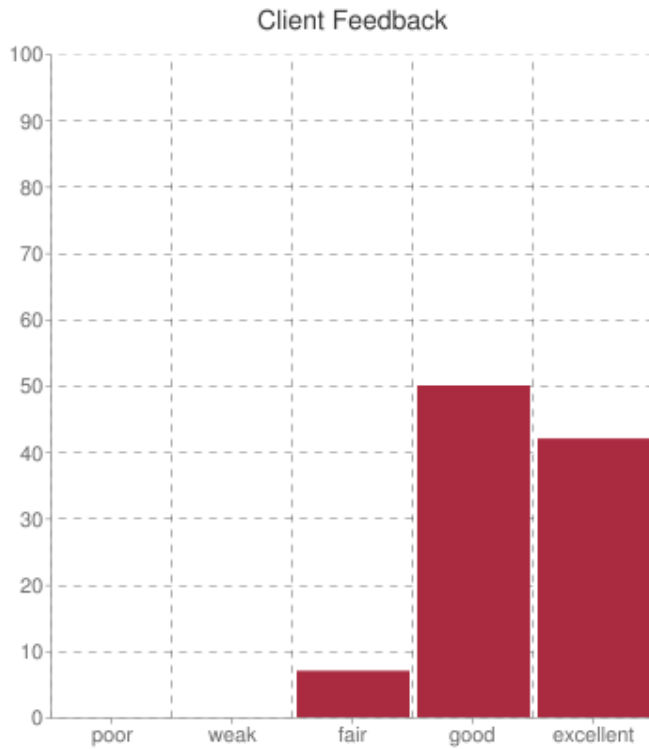
### **Improving our Performance**

- Our terms and conditions clearly state our complaints procedure which we take extremely seriously and is used to ensure that we continue to follow best practice and improve our service delivery.
- We survey all candidates and clients and measure their detailed feedback to assess how we have performed. This information is produced in a questionnaire format and we share all the feedback summaries with our clients at the end of the process.
- We actively encourage feedback as part of our learning organisation approach to business development to help us review and improve the quality of everything we do.
- If at any stage during the project you have concerns we will listen carefully and agree appropriate actions. If we have concerns that potentially could hinder the effectiveness of the process in achieving your objectives, we will bring them to your attention, together agreeing an effective solution for the way forward.



### Client Satisfaction Results

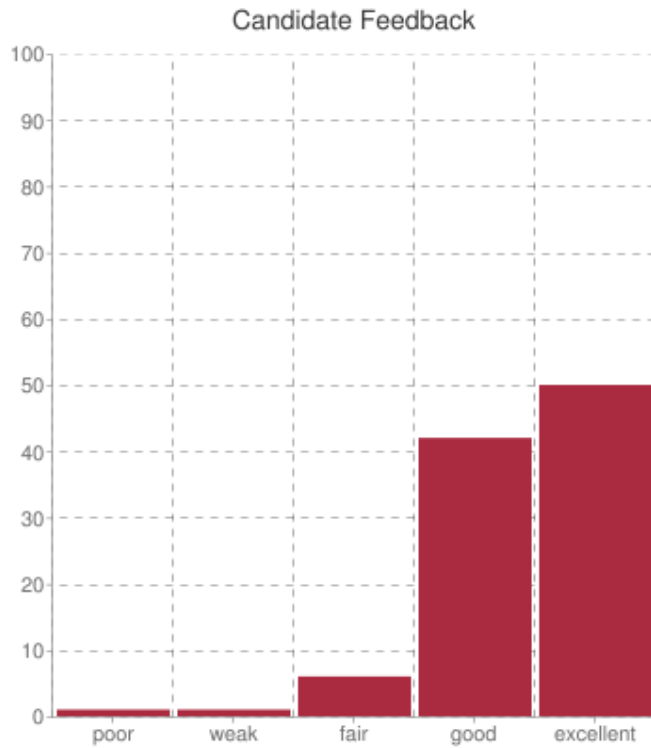
The results below represent our current average rating from clients following feedback on completed projects.





### Candidate Satisfaction Results

We also survey candidates who make it through to the client's shortlist. This is collected to inform our contribution to the candidate's own development and to give us quality assurance data. Our current average rating in feedback from candidates is as follows:



## **GatenbySanderson's Complaints Procedure**

We are committed to providing a high quality, accessible and responsive service to all of our clients. Our aim is to deal with any problems and difficulties quickly and fairly. We will do this by monitoring all complaints and suggestions to help us identify what is going wrong and how we can improve. We have detailed procedures for complaints and comments about all of our services which aim to:

- Be accessible and simple to use.
- Ensure resolution is speedy, with established time limits for action
- Be fair, with objective investigation procedures
- Maintain the confidentiality of both staff and clients
- Effectively address all issues raised and provide appropriate redress
- Provides information to which we can use to improve our services

## **Making a Complaint or Comment**

Complaints or comments may be made in writing, email or by telephone. We try to keep things simple and accessible. The following outlines our approach to dealing with complaints or comments.

1. GatenbySanderson's partnership approach to working with clients means that most concerns may be raised informally with members of the project team. Where possible, we would seek to discuss any concerns raised directly with the client and resolve any issues at this stage.
2. If the matter is deemed to require a more formal approach. Initial complaints or concerns should be raised with the lead partner (if appropriate). The lead partner's full contact details are provided at the outset of all assignments.
3. Any formal complaint or comment will be acknowledged in writing (within 24hrs via email, 3 working days via mail).
4. An investigation into the cause of your complaint will be undertaken and a detailed response will be provided. The speed of our response will depend on the complexity of the matter raised, but we will endeavour to provide our response at the earliest possible opportunity.
5. Complaints or comments may also be directed to the Managing Partner, Martin Tucker, who will undertake an investigation and provide a detailed response.
6. We will seek the agreement of the client to the constructive and equitable resolution of any issues arising during the course of an assignment.
7. We use all complaints or comments as a learning opportunity and ensure that any lessons or alterations to procedure or practice which arise are widely disseminated throughout the company.