



Customer Service Policy

Company Policy No: 39
Company: Direct Healthcare 24 Ltd
Issue No: 10
Revision Date: April 2026
Review Date: April 2027

Customer Service Policy

Customer Service Policy Statement

At Direct Healthcare Ltd we endeavour to provide you with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us using our contact details below. We will respond to your query within 3 - 5 working days.

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 vacancies 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 Association of Professional Staffing Companies Code of Professional Practice; and that they are consistently applied to all our customers.

Complaints

Direct Healthcare Ltd seeks fair, just and prompt solutions, when possible, to any complaints and appeals. All such issues should be directed to the Managing Director 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; copies are available from our offices or on www.dh24.co.uk.

Access to Information

We comply fully with the provisions of the Data Protection Act 2018. 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 us at the address below.

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: **Direct Healthcare 24 Ltd**
18th Floor
The Broadgate Tower

**20 Primrose Street
London
EC2A 2EW**

Tel: **08448 404 404**
Email: **info@dh24.co.uk**
Internet: **www.dh24.co.uk**

Signed:

A handwritten signature in black ink, appearing to be 'C Coyle', written in a cursive style.

Date: April 2026

Chris Coyle, Director