



QUALITY MONITORING POLICY

Introduction

Safehands Recruitment Ltd specialises in the recruitment of temporary and permanent staff in health and social care industries.

Scope

This policy applies to all aspects of the company's processes. All employees are required to comply with this policy when conducting day-to-day operational processes.

Commitment to Quality

We remain committed to maintaining a reputation for excellence in the recruitment industry by ensuring our consultants uphold our high standards throughout the recruitment process. This includes pre-screening CV's, obtaining references and verification of qualifications along with statutory checks taking place prior to placing any Candidate with a Client.

Our objective is to provide experienced Candidates, capable of meeting Client specifications and requirements, compliant with legislation and within agreed service levels. To achieve this, the company operates to stringent quality procedures. We are committed to continuous improvement and have established effective procedures and processes which provides a framework for measuring and improving our performance.

We meet all applicable statutory regulations and maintain an effective Quality Management System supported and operated by all members of staff in order to achieve the specified objectives.

Approach to Quality

Safehands Recruitment's approach to quality is based on four fundamental principles:

1. Ensuring that we fully identify and conform to the needs of our clients, our applicants and our own systems.
2. Looking at our systems, processes and documentation, identifying the potential for errors and taking the necessary actions to eliminate them to ensure continuing compliance with legislation and best practice.
3. Ensuring quality of service provision is based on the principle of everyone understands how to do their job to the standard required and doing it right first time.
4. A service review process that encourages and uses feedback from our staff, clients and candidates to continuously improve our service and provide recognition where appropriate for a job well done.

These principles are attained by:-

- Providing dedicated consultants who are experts in their specialist market.
- Ensuring only suitably qualified, pre-referenced and high calibre candidates are presented to our Clients.

- Regular gathering and monitoring of Client and Candidate feedback, including complaints.
- Training of staff through in-house training programmes and in conjunction with carefully selected external providers.
- Regular management reviews with all staff, including support staff.
- Clear internal communication through a streamlined management reporting structure.
- Regular internal audits and external audits when requested.
- Training as appropriate in relevant changes to employment legislation which affect the delivery of our services.

Responsibilities

Responsibility for delivering quality services rests with everyone at Safehands Recruitment.

The Company's Management Team is responsible for maintaining quality standards through conducting regular performance reviews and providing training in line with staff needs. The company's Management Team will also support processes that make it as easy as possible for all stakeholders to make complaints, provide feedback, make constructive suggestions and recognise good service.

Overall responsibility for maintaining and evaluating our Quality Management System rests with the Senior Management Team.

Monitoring and Evaluation

Safehands Recruitment will constantly review and improve upon our services to ensure tasks are completed in the most cost effective and timely manner for the benefit of all our clients and candidates.

This will be achieved by:-

- Obtaining new client and members of staff feedback.
- Conducting an annual client survey relating to quality.
- Carrying out an annual candidate survey, measuring all aspects of candidate care.
- Closely monitoring our ad-hoc compliments and complaints.
- Internal auditing of departments every 3 months.
- External audits when requested.

Review

This policy will be reviewed annually.