



Vulcan House, Restmor Way, Hackbridge, Surrey, SM6 7AH
Tel: 0208 544 4640 Fax: 0208 647 3444

Impress Recruitment Services Statement of Purpose

Quality Statement

Impress Recruitment Services Ltd will always endeavour to provide a service that not only meets but exceeds our client's expectations in all dealing they have with us.

This service standard also extends internally to our management systems which we will continually review and refine for the benefit of our customers and employees.

Impress Recruitment Services Ltd employees are fully aware of the companies' service and quality standards and play an active role in not only maintaining but improving on these standards on an ongoing basis.

The Nature of Our Service

Impress Recruitment Services Ltd is a recruitment company specializing in the supply of healthcare staff. We ensure that all of our staff are vetted thoroughly and in line with the Care Standards Act 2000. We pay our staff directly and place them out to work at the request of our clients.

Using our services

Impress Recruitment Services Ltd objective is to provide the highest standard of care, with a fee structure that is transparent and easy to understand. Our rates identify the rate of pay to our candidates, commission charge, Holiday pay, ERNI and where applicable VAT charges. Simply telephone our main number anytime (as we are open for business 24hours a day, 7days a week, 365 days a year) and give us details of the positions that you would like covered and we will strive to fill the position within the hour, of course we will keep you informed every step of the way.

Cancellation



Registered in England and Wales. Company Registration No: 5886051
Registered Address: Vulcan House, Restmor Way, Hackbridge, Surrey, SM6 7AH

Vat No: 887 8916 38



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Impress Recruitment Services Ltd has an open mind to cancellations but generally we do ask for at least 24 hours notice (See Terms and Conditions). Please speak to one of our consultants to mitigate any unnecessary costs.

Policies and Procedures

Impress Recruitment Services Ltd has Policies and Procedures in place in order to comply with all relevant statutory guidelines and protect our service users, our clients. Paper copies are available upon request



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Customer feedback

Impress Recruitment Services Ltd will always seek feedback from our service users to:

1. Improving the service that we provide
2. Support the professional development of our Employees.

This will generally be requested via a feedback form sent to our client after the work is completed.

Complaints process

We see complaints as an integral part of our quality procedures. Impress Recruitment Services Ltd must ensure that our professional reputation is maintained and the service that we provided is monitored to ensure that it complies fully with our clients requirements.

If any client or candidate has cause to complain then the following actions must be taken:-

1. The complaint must be put into writing for the attention of

Ebrahim Sheik

2. The complaint will be acknowledged within 5 days of receipt outlining the actions we are going to take as well as providing reasonable timescales to conclusion (usually 28 days).

(Following Registration, we will add the paragraph below)

Impress Recruitment Services Ltd aims to conclude all complaints to the mutual satisfaction of both parties. In the event that you are not satisfied with the way we have dealt with the complaint you can refer your complaint to the Care Quality Commission. Details can be requested from Impress



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Recruitment Services Ltd or you can contact the Care Quality Commission at any time. Our registration number is xxxxxxxxxxx

Their contact details are as follows:

*The Care Quality Commission North West
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA*

Telephone: 03000 616161

Fax No: 03000 616171

www.cqc.org.uk



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