

CUSTOMER SERVICE POLICY STATEMENT

All Medipeople's recruitment consultants will be trained to provide excellent customer service skills and be knowledgeable, professional and courteous to meet the needs of our customers.

We will endeavour to return all telephone calls and emails received within agreed timescales. Where we are unable to achieve this, we will make contact as soon as possible and mutually agree a new time frame to work within.

We aim to remove all unnecessary bureaucratic practices and processes, where possible, without compromising our legal requirements and any professional standards applicable.

As part of our commitment to upholding our professional standards, we will review our policies annually to ensure that they continue to meet our business needs, any legislative changes and any professional codes of practice applicable.

We will ensure that our service and any policies are consistently applied to all our customers.

Complaints

We endeavour to seek fair, just and prompt solutions to any complaints and appeals. All such issues should be directed to James Whitaker, in the first instance, where they will be acknowledged and directed to the attention of the appropriate person.

Access to Information

We comply fully with the provisions of the Australian and New Zealand Privacy Acts. Any personal or confidential information held by us about an individual is fully accessible to that person or body for review or editing by contacting James Whitaker.

Contacting Us

Medipeople Pty Ltd
PO Box 1972, North Sydney, NSW 2059
Tel: +61 2 9112 2020
Email: info@medipeople.com.au
Internet: www.meipeople.com.au