



Company Name	LTS Group Ltd
Policy Number	5
Policy Name	Customer Service Policy
Version Number & Date	v2 September 2020

LTS Group is a member of the REC (Recruitment and Employment Confederation) and adheres to their Code of Professional Practice. All staff are expected to adhere to this policy and guidelines when representing LTS Group.

LTS was founded in 2008 by a headteacher and business manager with over 20 years' experience in the SEND sector. We now have a team of dedicated SEND recruitment specialists looking to provide each school with high quality, motivated and experienced staff. We follow an extremely stringent vetting and recruitment process, allowing you peace of mind. Our goal is to enable you to succeed.

Our staff are trained in customer service and have the knowledge and understanding to meet the needs of our customers. Our staff are courteous and helpful.

We are proud that the reputation of LTS Group has been built on honesty, integrity and a true understanding of needs of our clients and vast knowledge within SEND.

We pride ourselves on recruiting the best possible support for our clients at all times. If you would like to make any suggestions or if you have a question, then please contact us.

We fully comply with The Data Protection Act 2018 and GDPR. Any personal or confidential information held by LTS Group is fully accessible to that person by contacting the compliance team listed below.

This policy will be kept up to date and will be reviewed annually.

Contact	Contact details	Comments
Landline	020 8362 3219	Office hours
Eddi Banks	07540 881687	Director
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SIGNED: MARK WILLIAMS
 POSITION: CEO
 DATE 2ND SEPT 2020
 REVIEW DATE: SEPT 2021