

Client Service Level Agreement

We have a track record that we are proud of and fully intend to maintain our good name through excellence in service to you, the employer. We will act in your best interests and will:

- ✓ Respond to your initial enquiry within 24 hours
- ✓ Spend time understanding your needs and will encourage you to make the right decision, we understand that decision may be not to engage O'Kane Resourcing
- ✓ Remain impartial
- ✓ Respect your right to confidentiality

For candidate selection we will also:

- ✓ Interview every candidate before we make any recommendations to you
- ✓ 'Educate' the candidates on your organisation and needs so as to save you time and effort and to allow for 'self selection'
- ✓ Will contact you within 2 days with potential candidates and where this is not possible an alternative solution
- ✓ Will contact you at least weekly during any recruitment process
- ✓ Answer any calls you make or if this is not possible will return your messages promptly
- ✓ Act as intermediary to help you secure the best candidate
- ✓ Work with you to agree corrective actions resolve issues If you are unhappy with any aspect of our service

We are an ethical organisation and appreciate that the best results are achieved through collaboration, honesty and hard work. This is our commitment to you, in return ask that you treat us with respect and keep us informed as your circumstances change.

Thank you