

## 360 Recruitment – Quality Policy

360Rec-21 | 2024-2025

360 Recruitment is 100% committed to providing a high standard of service to all clients and workers. We will provide a good service and employ competent and experienced staff. We will ensure that the standards remain high and continuously improve by implementing comprehensive quality assurance arrangements as described below:

- We produce written policies and procedures, which clearly define how key activities are carried out within the organisation.
- We review all policies and procedures on an annual basis.
- We will ensure all staff are observed and audited at regular intervals throughout the year and that feedback is provided on their performance to feed into monthly performance reviews.
- We seek the views of all stakeholders on the standard of service they receive from us.
- We conduct a self-assessment each year involving all our staff and where possible a sample of our stakeholders.
- Benchmark our performance against national standards.