

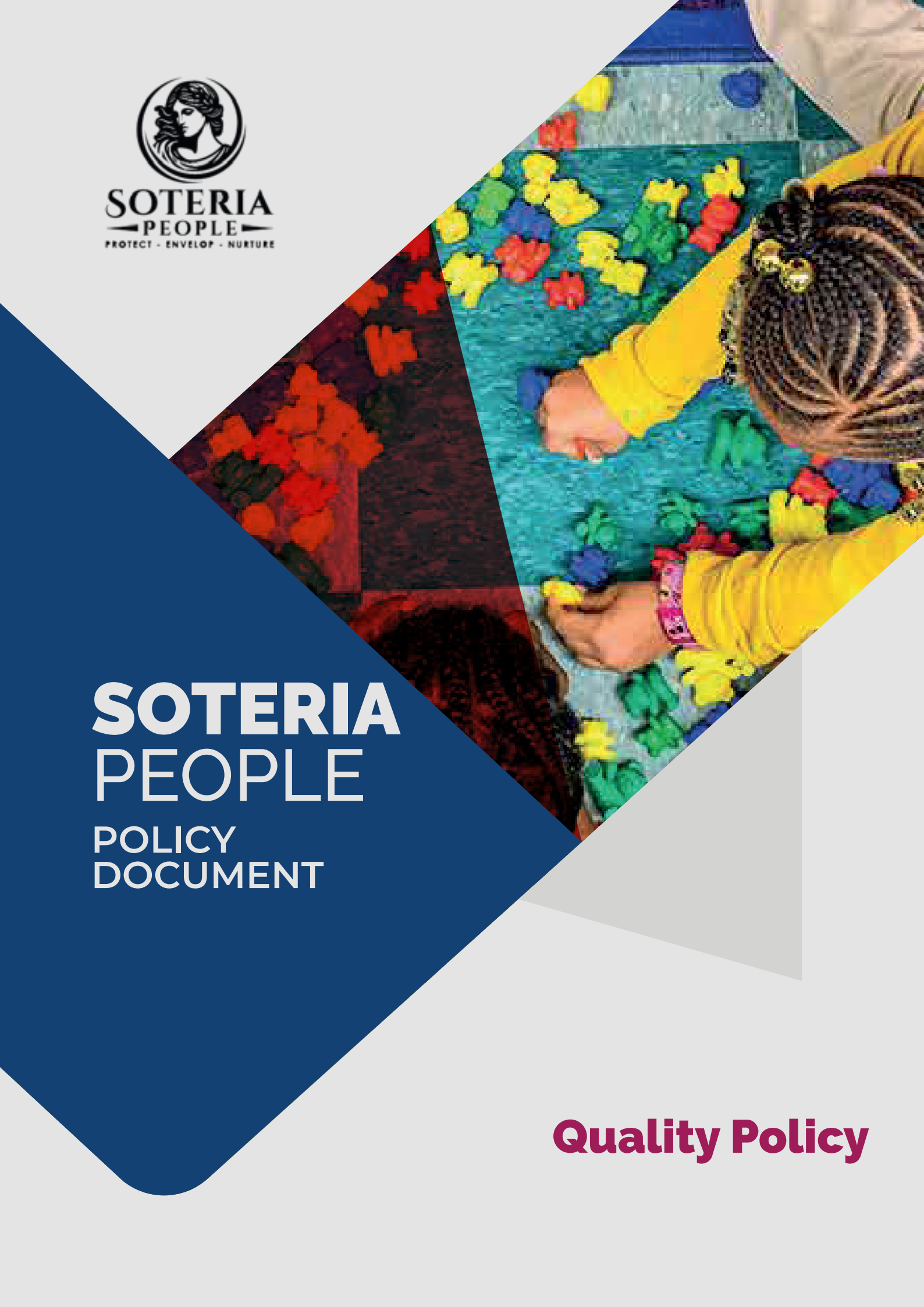


SOTERIA
PEOPLE
PROTECT - ENVELOP - NURTURE

SOTERIA PEOPLE

**POLICY
DOCUMENT**

Quality Policy



Quality Policy

1. Introduction: Soteria People Ltd is committed to delivering high-quality recruitment services that exceed client and candidate expectations. Our focus is on continuous improvement, compliance with UK employment regulations, and maintaining the highest ethical standards in all our operations.

2. Purpose: This policy outlines our commitment to quality in recruitment, ensuring that all placements are conducted professionally, fairly, and in accordance with legal and regulatory requirements.

3. Scope: This policy applies to all employees and associates engaged in recruitment activities on behalf of Soteria People Ltd.

4. Quality Objectives:

- To provide a professional, efficient, and ethical recruitment service to clients and candidates.
- To ensure compliance with all applicable employment legislation, including the Employment Agencies Act 1973, Equality Act 2010, and GDPR regulations.
- To maintain a fair, transparent, and merit-based selection process.
- To foster continuous improvement through client and candidate feedback.
- To invest in staff development and training to enhance service quality.

5. Commitment to Quality

Soteria People Ltd is dedicated to:

- Understanding the unique needs of both clients and candidates to ensure the best possible match.
- Implementing a structured recruitment process that includes thorough candidate screening, qualification verification, and compliance checks.
- Upholding confidentiality and data security in all candidate and client interactions.
- Monitoring performance metrics and

key indicators to measure service effectiveness.

- Encouraging innovation and best practices within our team to enhance recruitment processes.

6. Compliance & Regulatory Adherence:

All recruitment activities shall be conducted in compliance with UK employment laws and industry best practices. Regular audits and internal assessments will be carried out to ensure adherence to these regulations.

7. Continuous Improvement

Soteria People Ltd is committed to continuous improvement through:

- Regular training and professional development for recruitment consultants.
- Encouraging feedback from clients and candidates to refine our services.
- Implementing corrective and preventive actions to address any deficiencies in our processes.

8. Responsibility & Review

All staff members are responsible for implementing and adhering to this Quality Policy. The management team will review this policy annually to ensure its continued relevance and effectiveness. Updates will be communicated to all employees.

Soteria People Ltd remain dedicated to delivering excellence in recruitment services, ensuring the highest levels of client satisfaction and candidate experience.

Approved by: Robert Taylor
Managing Director
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Leading the way in residential childcare recruitment

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