

BiS Henderson – Response Handling

One of BiS Henderson's key company policies is to ensure that everyone, both candidates and clients, are kept fully informed throughout the recruitment process.

Candidates are informed when, and if necessary to whom, their details will be presented and we also advise when they can reasonably expect feedback/confirmation of interviews. Should a candidate be rejected by a client, the candidate will be advised of this as soon as we are made aware by the client and full reasons for the rejection will be given back to the candidate.

If candidates have responded to an advertisement they receive an automated response immediately and are advised via that response that if they do not hear from us within a period of 7 days, their application has been unsuccessful.

BiS Henderson are committed to this policy of open communication, which is a key performance indicator for our business, and we are well aware that people, both clients and candidates, make our business and our goal is to have an equal respect for both clients and candidates.