

Introduction

Melia Kesh Solutions is committed to providing an exceptional service. We know that recruitment can have more impact on an organisation's success - and on an individual's career – than any other business decision. We are entirely focused on finding the right person for the right opportunity.

In terms of our relationship with clients and candidates, the guiding principle is that 'we do what we say we will'; that we act confidentially, professionally, ethically and in good faith at all times. In order to ensure that we achieve the best possible standards at all times, you are welcome to provide feedback at any time by emailing info@meliakesh.co.uk

Melia Kesh Solutions is in the business of:

- Locating suitable roles for Candidates in Client Organisations. Matching both technical competencies and company cultural fit
- Attracting and selecting Candidates with a view to employment with a Client Organisation
- Providing services to Clients that locate and select the best candidates to meet their requirements
- Fulfilling permanent and interim assignments, across the UK within the 'Planning, Environment and Regeneration' disciplines

CANDIDATE SERVICE

As a candidate, we will take the time to understand your needs and, to the best of our ability, provide you with career advice, market information, coaching and support throughout the interview process if you desire it.

Our Commitment

1. When we act solely for you as a Candidate, no fees are payable
2. We offer a range of Candidate Services including Vacancy Search, CV Evaluation, Identification of Prospective Employers, Candidate Marketing, Interview Preparation, Associated Research, Offer Management and Transitional Support. We provide these as we deem appropriate on a case by case basis
3. Whilst we act in good faith at all times, we cannot guarantee that we will locate a role and we are in no way liable where a suitable role is not identified
4. Whilst we may act as an intermediary for clients in negotiating offers, we cannot be held in any way liable if an offer is withdrawn or amended
5. In acting as an intermediary, we will do everything possible to obtain relevant and accurate information from our Clients, but cannot accept liability if such information proves to be inaccurate

Candidate Information and Confidentiality

6. We maintain Candidate details on our Database. We will contact you from time to time to ensure our records are up to date and, if requested, will update you with relevant market developments and opportunities
7. We will not disclose candidate identity to a client without agreement and information is not shared with any third parties whatsoever unless there is candidate authority
8. We consider ourselves to have acted for a candidate at and after the point when we present their details to a client. When this occurs, we are required to keep records for a minimum of one year
9. The candidate understands that Client Organisations often disclose information during a selection process that is confidential (or we may do so on the client's behalf): Any information received by the candidate should be treated as confidential unless this is known to be in the public domain

Candidate Accountability

10. The candidate is responsible for providing an accurate and complete CV as well as full disclosure of information that is known to be relevant
11. To ensure best possible service and smooth communication, we ask that the candidate relay's directly through us and if the client does communicate directly with you, we would respectfully ask that you update us regarding this
12. Melia Kesh Solutions Is not responsible for any costs incurred by the candidate pursuant to making an application or attending for interview
13. If a candidate no longer wishes us to act for them, they should inform us of this in writing, in which case, we will endeavour to acknowledge and action the request within one week of receipt. This instruction has no bearing whatsoever on action that we have already taken on the candidate's behalf and we are still obliged by law to retain candidate details for 12 months, but naturally, it follows that we will no longer communicate to the candidate opportunities which might be exclusively handled by Melia Kesh Solutions