



Our Commitment To You

We are committed to ensuring, open, honest and continuing communication with our candidates. We believe that this is so important that we employ dedicated Candidate Relationship Managers who are responsible for ensuring that candidates are kept updated on the progress of any applications made and for maintaining contact on a regular basis.

Whether you send your CV to us on a speculative basis or when replying to an advertisement, we will ensure you are informed about:

- Whether we can help you
- Any current opportunities that are relevant
- The progress of any specific applications

In relation to interest in specific roles:

- You will receive confirmation that we have received your CV within 12 hours.
- You will be informed within one working week whether you have been shortlisted.
- You will always receive client interview feedback. Within 48 hours of us receiving it from our client. We strive to get as comprehensive feedback as possible from our clients.

In the case that you have been recommended to us or sent us your CV on a speculative basis we will ensure that:

- You will receive confirmation that we have received your CV within 12 hours.
- You will be contacted by telephone within 48 hours to discuss the types of roles that are of interest to you and how we can help

In addition, you can expect the following from RK Catalyst:

- Regular, ongoing contact, with timescales agreed with you.
- We will always seek your permission before sending your CV to any of our clients
- We want to build long-term relationships with professionals throughout the sector so will ensure we understand your ambitions and ensure that the opportunities we present to you are in line with your career aspirations.
- You will always receive full information about interviews and will be prepared fully. We strive to get as much information as possible from our clients to ensure a complete briefing process.
- We care what you say about us. We will contact you periodically to survey our services and ensure it meets your needs and our standards.