



Complaints Procedure

1st Choice aims to provide a high quality and efficient service to all candidates and clients. We will listen to both positive and critical comments and use them to improve our services. A complaint is any written or spoken expression of dissatisfaction with the service we provide.

We take complaints seriously. Our aims are to:

- Deal with complaints openly, promptly and honestly**
- Try to resolve complaints amicably as soon as possible**
- Learn from complaints to improve our services**

Dealing with your complaint

All our staff will be courteous and helpful. We will identify ourselves when answering the telephone. In the event of a complaint the relevant Branch Manager should be notified. If you complain over the telephone we will try to resolve your complaint on the spot. Similarly, if you complain in writing we will respond promptly, usually within 24 hrs of receipt.

If you are not happy with the initial response you receive you can ask for your complaint to be referred to the Chief Executive who will try to resolve the issue within 24 hours.

If following this response you are still not satisfied, you can ask for your complaint to be referred to the Recruitment and Employment Confederation (REC) for further investigation;

Recruitment & Employment Confederation
15 Welbeck Street London W1G 9XT t 0207009 2100 f 0207 935 4112
e info@rec.uk.com W: www.rec.uk.com