



## Complaints Procedure

The named complaints manager with responsibility for following through complaints for the organisation is:

Mr Charlie Sandhu  
Operations Director  
Prodrive Personnel Limited  
13 Feltham Road  
Ashford  
Middlesex

T: 01784 240006

F: 01784 252298

E: [jobs@prodrivepersonnel.co.uk](mailto:jobs@prodrivepersonnel.co.uk)

Prodrive Personnel Ltd will endeavour to acknowledge complaints as soon as possible, however please allow up to 7 days for a response email/letter to your complaint.

Prodrive Personnel Limited believes that, wherever possible, complaints are best dealt with on a local level between the complainant and Prodrive Personnel Limited. If either of the parties is not satisfied by a local process the case can be referred to the REC Professional Standards or the FTA Freight Transport Association as we are an accredited member.

The Contact Details of the REC Professional Standards.

Professional Standards Team  
T: 0207 009 2186  
F: 0207 937 4112  
E: [standards@rec.uk.com](mailto:standards@rec.uk.com)

Further Information can be found on The Recruitment & Employment Confederation site here:

[http://www.rec.uk.com/about-recruitment/standards/How\\_to\\_Complain/FAQs](http://www.rec.uk.com/about-recruitment/standards/How_to_Complain/FAQs)

The Contact details of the Freight Transport Association are:

Freight Transport Association  
T: 01892 526171  
F: 01892 534985  
[www.fta.co.uk](http://www.fta.co.uk)