



Complaints Procedures for TFPL

We regularly review and update our procedures and all of the team are encouraged to contribute ideas and suggestions for system revision on all aspects of our work. Enquiries over service procedures will be dealt with on the same day by a Recruitment Manager.

If you have a complaint, please contact Chris Jones, Managing Director, at 80 Borough High Street, London, SE1 1LL or email to chris.jones@progility.com. We aim to acknowledge, investigate and resolve your complaint within 14 working days.

A full response to your complaint will be drafted by the Managing Director and sent out to you with any supporting documentary evidence. In addition, if the Managing Director considers it appropriate, he may wish to discuss the events surrounding your complaint directly with you.

If appropriate, lessons learnt from the issue will be incorporated in working procedures, and into staff training programmes, to avoid any repetition of the issue.

Appeal Process

If you are not satisfied with the response from TFPL, you are entitled to refer your complaint to the Employment Agencies Standards Office at the Department of Business, Innovation and Skills or the REC, the industry trade association, of which we are a member by writing to the Professional Standards Manager, REC, info@rec.uk.com.