

Complaints Policy

Faststream Recruitment Limited is committed to providing a first class service to both our clients and candidates at all times. If you feel that we have failed in any way to meet your expectations, please contact us so that we can address your concerns.

- If you have a complaint please write to our Financial Director, Chris Bramley at Faststream Recruitment Limited, The Quay, 30 Channel Way, Southampton SO14 3TG or alternatively email him at chris@faststream.co.uk.
- We will write to you acknowledging your letter within two days to acknowledge receipt of your complaint.
- Chris Bramley will investigate your complaint and may contact you to seek clarification of certain issues. We undertake to complete our investigations within five working days. If we require additional time we will contact you to inform you of our progress.
- Chris Bramley will then contact to arrange a meeting, if you so wish to discuss your complaint and propose an appropriate solution or course of action. We will also send you a written copy of our findings.
- If you remain unsatisfied with the outcome of our investigation, you may request that the decision is reviewed. If you wish to do so please write to our Managing Director, Mark Charman, who will review the original findings of the case. We will respond within five working days giving Faststream Recruitment Limited's final position together with our reasons.

We are a member of the Recruitment & Employment Confederation. If you still remain unsatisfied, you can appeal them with your complaint. They can be contacted by email at standards@rec.uk.com.