



COMPLAINTS HANDLING PROCEDURE

The following sets out the complaints handling procedure for Jobs4teens Ltd:

- a) If you have any cause for complaint, please contact Jobs4teens and speak to the consultant who was in charge of your membership or representation.
- b) If you feel it necessary, you can request to speak to the Business Development Manager.
- c) All comments and complaints will be treated with the utmost confidence.
- d) Jobs4teens Ltd will keep a written record of the complaint or a contemporaneous note on our Jobs4teens Ltd database.
- e) The relevant Jobs4teens Ltd consultant, and ultimately the Business Development Manager, will try and resolve the issue within 10 days of the complaint being raised, and this will be documented in writing either by letter or email to you.
- f) If a resolution is not reached to your satisfaction, then you can contact the Company Director by Email: nick@jobs4teens.co.uk
- g) The Company Director will then attempt to resolve the dispute within 14 days being notified, or will provide reasons as to why it upholds the decision of the Company. This will be documented in writing either by letter or email to you.

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