

Customer Feedback

Information for Employers & Job Seekers

Direct Recruitment is committed to providing a friendly, helpful and professional service.

We aim to ensure that any customer problem, concern or complaint is responded to quickly, with the minimum distress and maximum respect for those involved.

What to do if you have a concern or complaint

If you have a complaint about the service you are receiving from Direct Recruitment, you can take the following steps:

Step One

In the first instance, try to sort the matter out by discussing your issue with the staff member concerned. Alternatively, you can put your concerns in writing either via letter or complete the sections on the back of this form. Your concerns are important to us and we are keen to put things right for you.

Step Two

If for some reason, you can't discuss the issue with the staff member, or you have tried but are still not satisfied, ask to speak or meet with the Site Manager. A private meeting can be arranged.

The Site Manager will talk to you about your concern to assist in resolving the problem promptly.

Step Three

If you are not satisfied with the outcome, we advise you to seek assistance from the:

Department of Employment Customer Service Line
Free Call 1800 805 260

Customer Concerns & Complaints

Outline your concerns or comments in the space below

Your Name _____

Your Address _____

Your Contact Number _____

Your Signature _____ Date _____

Post or hand this completed form to the Site Manager
at your Direct Recruitment office