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To whom it may concern,

Phoenix Personnel Limited are pleased to advise you that we are an audited member of the Freight Transport Association (FTA) Driver Agency Accreditation Scheme.

Below are a few benefits of using an agency who are FTA accredited:

- Recognition that the agency is striving to achieve the highest levels of quality and compliance.
- Verification to employees and clients that the agency are promoting good practice
- Reduction of corporate and operational risk to your business

You can access more information about the scheme on the address below:

http://www.fta.co.uk/services/driver_agency_accreditation_scheme.html

Complaints

In the unlikely event you have a complaint you will be aware we have an internal complaints policy for our clients.

If, however, you are unsatisfied with our response (and it falls within the scope of this accreditation) you are now able to escalate to the Freight Transport Association. Failure to address this issue could result in Phoenix Personnel being removed from the Driver Agency Accreditation Scheme.

Should you have a complaint you can visit:

http://www.fta.co.uk/contact/daas_complaint_form

I hope that you find this very helpful and can see that Phoenix Personnel is doing their utmost to meet the highest standard of driving.

If you have any questions relating to this scheme please do not hesitate to give us a call.

You're sincerely,

Carole Ismail
Company Director
Phoenix Personnel Limited

*Providing a
Recruitment solution nationwide 24/7*

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