

Code of Practice

FirstCall HR is committed to the highest standards in how we operate our business and how we work with clients. Here are the ten fundamental principles which underpin our approach:

Confidentiality

In situations of conflict, confidentiality is crucial. Our expert panel guarantees confidentiality in every step of your assignment.

Independence

Due to our engagement as a third-party advisor who has experience in working with unions and management, our independence can be assured.

Professionalism

Each member of our expert panel is a professional practitioner in their specialised field and will handle your assignment competently and expertly.

Impartiality

We will ensure there will be no conflict of interest at any stage of your assignment.

Compliance

Compliance with legal obligations is paramount to our business and we apply the same to any assignment.

Completeness

From prevention to mediation and investigation, through to restorative and stress support, we provide the full scope of services to help you manage conflict in your business. We will ensure that every assignment covers all necessary processes and procedures available.

Cost effectiveness

FirstCall HR is committed to ensuring that any assignment is conducted at the lowest cost to the company in terms of time, money, productivity and working environment.

Expertise

With combined experience of over 100 years, the expert panel brings their experience in managing conflict and a wealth of knowledge to your organisation.

Relevance

The FirstCall HR expert panel is actively involved with many professional bodies and organisations which ensures they are kept up-to-date with all current and topical issues and news.

Respectful

Every individual and every assignment will be treated with respect and dignity.

