

**REC**Recruitment
& Employment
Confederation

REC Complaint Form

Introduction

The Recruitment and Employment Confederation (REC) is a voluntary membership organisation and professional association for recruitment agencies and individual recruitment professionals. We are not a government body and we do not have statutory authority.

The statutory body is Employment Agency Standards Inspectorate (EAS).

Contact:

Employment Agency Standards Inspectorate
Department for Business, Innovation & Skills
1 Victoria Street
London
SW1H 0ET
Telephone: 0800 917 2368

The REC has a Code of Professional Practice which applies to all corporate members of the REC and the Code of Ethics and Professional Conduct that applies to individual members (REC Professionals). Any allegations of a breach of these Codes may be dealt with under the Complaints and Disciplinary Procedure.

Before making a complaint

Please note that we are unable to deal with certain issues;

- The issue that you wish to complain or the legal finding about happened over six months ago
- We cannot
 - Ask an agency/individual apologise.
 - Investigate the conduct of an agency or individual that is not a member of the REC.
 - Offer legal advice.
 - Intervene to decide disputes of a legal nature, or determine commercial disputes, or those driven by competition, or get involved in contractual disputes where there is ongoing or imminent legal proceedings.
 - Deal with issues relating to compensation.
 - Decide disputes between members and their employees or employers.

- Instigate a formal complaints procedure whilst any statutory, legal, tribunal or court action is ongoing or unresolved.
- Suspend or expel a member (*this decision can only be made by the Professional Standards Committee*).

Please note that REC Member agencies are required to have in place their own written complaints procedure and so we suggest that in the first instance you raise your complaint directly with the agency via their procedure. We would expect a member agency to respond to and deal with your complaint. But if this is not the case or you feel that you have not received a satisfactory response, then the complaint can be referred to the REC.

The REC Complaints procedure is a written process and is full disclosure. All information provided on this form and supporting documentation will be forwarded to the Member (Corporate or Professional) should we decide to instigate our complaints procedure.

The information will be held in line with the Data Protection Act and will only be used for the purpose of your complaint. You will be asked to confirm your consent to this at the bottom of the form.

We appreciate that making a complaint to any organisation can be a difficult decision to make. We do expect courtesy to our staff whilst we are trying to help you with your complaint. Please do note that any language or behaviour which our staff consider to be offensive or of a harassing nature may result in any complaints investigation being suspended.

Are there any court proceedings either planned or ongoing in relation to your complaint?
Please note that we cannot action a complaint until proceedings have been completed

Yes

No

Have any court proceedings relating to this complaint been completed prior to completing this form? If yes please provide a copy of the court findings.

Yes

No

Have you complained to any other organisation about this matter?

If yes, please provide the details including the name of the organisation and the outcome.

Yes

No

When raising this complaint with the Member what was the outcome?

Please attach relevant documentation.

Your Details

Title: Mr/Mrs/Miss/Ms/other

Contact Number:

First name:

Surname:

Company name (if applicable):

Your Address:
(including
postcode)

Email Address:

In what capacity are you complaining?

Temporary Worker (PAYE) / Temp Work-seeker

Temporary Worker – Are you contracted and paid by;

- a) The Agency
- b) An Umbrella Company

Permanent Candidate / Permanent Work-seeker

Limited Company Contractor

Have you opted out of the Conduct of Employment Agencies and Employment Business Regulations 2003?

- a) Yes
- b) No

Is the Limited Company Contracted;

- a) Directly with the Agency
- b) An Umbrella Company

Continued on next page

Hirer / Client

Agency

Other (please state)

Details of REC Member being complained about

Name of Agency / Individual Member:

Name and title of Member of staff or consultant concerned:

Full address of the Member (including postcode):

What type of work or sector/industry does this complaint relate to
e.g. Driving, Medical, Administration, Education? (please state)

Complaint Summary

Please provide a summary of your complaint, ensuring the following information is included:

1. What it is you are complaining about?
2. The circumstances in which the complaint arose
3. An outline of the events complained of, including the date/s the event/s took place, in chronological order (please note, the REC cannot investigate complaints that are over a year old or subject to legal proceedings)
4. What you believe constituted misconduct

Complaint Summary

Please attach any relevant documentary evidence such as legal or statutory findings, emails, letters and notes taken during conversations, in order to support the points you are making. Continue on separate sheet if required.

What is your desired outcome of this complaint?

Please refer to 'what we cannot deal with' at the beginning of this form.

I consent to the REC copying this complaint form and any other documents that I provide to the Member I am complaining about.

Yes

No

I confirm I have read 'How to Complain' and understand the remit of the REC.

<https://www.rec.uk.com/membership/compliance/complaints>

Yes

No

I have read the contents of this form and confirm that the information provided is true to the best of my knowledge. I am aware of the consequences of making a false statement as it could jeopardise the outcome of any investigation. I also confirm that if I receive information that contravenes what I previously stated, I will inform you at the earliest opportunity.

Name:

Date:

Please send your completed form and supporting documentation to info@rec.uk.com, or by post to:

**Customer Engagement Team,
Recruitment and Employment Confederation
Dorset House
27-45 Stamford Street
London, SE1 9NT.**