

Company Name:	Marton Recruitment ("the Company")
Model Policy Name:	Equal Treatment Policy – Agency Worker
Version:	1

Agency Workers Regulations 2010 Policy The Agency Workers Regulations 2010 came into force in England Scotland and Wales on 01 October 2011. The Agency Workers (Northern Ireland) Regulations 2011 came into effect in Northern Ireland on 5 December 2011.

In this policy we use the term "the regulations" to refer to both sets of regulations.

The company have prepared this policy in accordance with the Agency Workers Regulations 2010 and current relevant legislation. This internal policy outlines the procedure for dealing with complaints specifically related to AWR.

Marton Recruitment are committed to enforcing AWR guidelines and making sure all staff are aware of work seeker's rights in relation to AWR. If you do not receive a satisfactory service in relation to AWR we need you to tell us about it. This will help us to improve our standards.

If you have a complaint in relation to AWR please contact Marton Recruitment on 01233 665775 in the first instance and speak to your consultant. You should discuss in detail your complaint and a member of our team will supervise your investigation and aim to resolve your complaint informally via verbal communication.

We will consider your case and resolve it within 48 hours from receipt of complaint. At this stage, if you are not satisfied with the outcome you should then request a written statement in writing requesting information about the treatment that you have received, you can request a written statement after you have completed the 12 week qualifying period.

If you have a complaint please contact Andrew Knight, Managing Director. You can write to him at Marton Recruitment Ltd, 22 Church Yard, Ashford Kent TN23 1QG.

Once we have received your complaint, we will respond in writing within 28 days in order to comply with the regulations and our response will include the following information:

- Relevant information relating to the basic working and employment conditions of the clients workers;
- The factors the agency considered when determining the basic working and employment conditions which applied to the agency worker at the time s/he allegedly did not receive the equal treatment they claim they were entitled to receive;
- Relevant information which explains the basis on which the client's comparable employee was identified and the relevant terms and conditions applicable to that employee.

We will try and resolve your complaint and ensure that it is brought to a conclusion, and this decision will be the company's final one.

If it is necessary to change any of the above timescales, we will let you know and explain the reasons for the change.

Edition History

Edition 1

December 2014

Reviewed May 2016 [No Changes – AK]

Reviewed Feb 2018 [Address Update]

[*example changes*]