

# What should you expect from your recruitment agency?



## Not all agencies work to the same high standards

As the association for the recruitment and staffing industry in the UK, the REC have procedures in place to ensure that each of our members operate ethically and comply with our Code of Good Practice.

### Here's what it means to you:

#### Dealing with you and your personal data

- ✓ REC members will only submit jobseeker's CVs for genuine and appropriate opportunities.
- ✓ Jobseeker's agreement must be obtained before a CV or any personal details which might identify them are displayed on any website.
- ✓ REC members will pay temporary staff promptly, as specified in the members' contract.

- ✓ REC members will provide references for temporary workers unless they can justify their decision for refusing to provide one.
- ✓ REC members will not approach a current employer without the jobseeker's permission. Information obtained through a reference will be treated as confidential.

#### Standards

- ✓ REC members comply with all relevant legislation, including holiday pay, sick pay and maternity leave.
- ✓ REC members must deal with jobseekers fairly, openly, honestly and courteously at all times.
- ✓ Complaints raised with the REC against members by jobseekers will be dealt with under the REC complaints and disciplinary procedures.
- ✓ REC members must actively promote equal opportunities in employment.

For more information on the Code of Good Practice, the REC Complaints and Disciplinary Procedure or on the standards the REC set, please visit [www.rec.uk.com](http://www.rec.uk.com).

#### The REC logo - a sign of quality

Choosing an REC member is your assurance that a consultancy provides a reputable, quality service, adhering to recognised standards. The Recruitment and Employment Confederation prides itself on the high standards it sets for the recruitment industry and since both corporate and individual members adhere to a strict code of practice, candidates can expect the highest levels of professional service.



**Always demand REC membership from your recruitment consultancy.**

