

complaints.

Code of conduct.

It is the policy of Randstad to respond to all enquiries promptly and courteously. Although we work hard to provide an excellent service to our Candidates and Clients, we are aware that sometimes problems can arise.

It is our aim to provide a procedure for handling complaints, fairly and speedily to ensure a resolution can be agreed.

We stipulate that a receipt of acknowledgement will be sent within 3 days. A senior member of staff will investigate the complaint and reply to you.

You will receive a full written response to your complaint within 14 working days. If we cannot achieve this target for any reason we will indicate when we can reply.

If you are unsatisfied with our response, please write to our Compliance team who will look again at your complaint and response within 14 working days.

If you are still not satisfied, you can write to Robin Fisher UK Legal Director who will review the decision made by the Compliance team within 10 days.

If your complaint relates to equal treatment under the Agency Working Regulations we would encourage you to speak to the Manager of your local Randstad location. If you still feel that your complaint is not being resolved, please follow the above process, and we will seek to gain a resolution within the required 28 day timeframe.

If you are then not completely satisfied with how Randstad has dealt with your complaint, you can write the REC at: The REC, Dorset House, First Floor, 27-45 Stamford Street London SE1 9NT