

safeguarding and

complaints process.

Safeguarding/complaint verbally reported from Client to Randstad Care (RC) ASAP after incident & in writing

Can the issue be resolved immediately?

Issue reviewed by RC Branch Manager. Depending on level of severity escalates within 1 hour of verbal notification: • Operations manager

no

Compliance business
Partner

RC informs worker & suspends immediately from all assignments pending investigation outcome.

RC obtains written statement from worker, with client's agreement Client & RC agree actions to be taken to address i.e. retraining/conduct or performance discussion. Discussion held with Worker to address issue & implement agreed actions. 3 strike Policy initiated.

yes

Client immediately undertakes investigation, informs Safeguarding team if appropriate ASAP after incident & informs RC of outcome & desired actions to resolve.

no

yes

Issue closed, RC informs worker

Action required?



Investigation proven to be justified & concerns raised regarding future suitability to work with vulnerable groups



RC will provide appropriate information & documentation to assist the Client to complete referral to professional body or relevant barring authority RC informs Worker & they remain suspended from all assignments through RC pending outcome of referral. Worker reminded of their duty to inform any other employers immediately

Referral Outcome Positive for continued suitability to work with vulnerable Groups?

no

Worker informed & removed from RC

yes

RC informs worker ASAP Worker free to return to assignments with RC 3 strike policy initiated if appropriate within 5 working days.

Client & RC agree actions to be taken, if relevant, to address ie retraining/ conduct or performance discussion. Discussion held with worker to address issue & implement agreed actions. 3 strike policy initiated

