

worker conduct & performance policy.

What you need to know.

Engagement & status of Worker

Randstad Care engage and supply Workers in placements with clients via a contract for services and therefore Randstad Care do not directly employ Workers. However, unfortunately there are occasions when complaints are received regarding a Worker's performance in their placement and action needs to be taken to address and resolve such complaints.

Line Management Responsibilities

Randstad Care have a very robust recruitment policy to ensure all candidates engaged on a contract for services are fully vetted and deemed suitable to work within the Health & Social care sector. When Randstad Care supplies a support worker on a temporary basis it is standard practice for the end client to be responsible for the Line management, direction, supervision and control of the worker whilst on their assignment in the Client's premises.

Complaint Process

If and when Randstad Care are notified of any complaints regarding a Worker's conduct or performance, our consultant will discuss the concern with the Client and if the concern can be resolved immediately and addressed appropriately to the Client's satisfaction, by way of a formal conduct & performance discussion or appropriate retraining, then this will be actioned immediately with the Worker. Randstad Care Three Strike Policy will be initiated with the Worker. However, if the complaint is of a serious nature or has safeguarding implications which may have put a vulnerable person or child at risk of harm, Randstad Care immediately initiate our internal conduct performance process by suspending the worker from all work through Randstad Care pending full and complete investigation by the client. If the Client's decision is to report the incident to the safeguarding team, Randstad Care would then work in partnership with, and under the direction of the client or safeguarding team throughout their investigations through to their conclusion. This would include, where appropriate, interviewing and taking a statement from the worker at the client's or safeguarding team's request. The reason for this approach is to ensure Randstad Care does not do anything which could potentially jeopardise the client or safeguarding team's investigation process.

Referral Process

Randstad Care will then respond to any recommendations that the client or safeguarding team may provide dependant upon the conclusion of their investigation. If the conclusion is to make a referral to the appropriate professional body or Barred list body, Randstad Care has a responsibility to provide the appropriate worker documentation & information required by the Client in order to complete the referral appropriately. Randstad Care will inform the Worker of any such referral. The reason for this approach is that we are reliant on our client's to provide information regarding the background of any incidents, investigation documentation including witness statements & the alleged victim(s) as we do not have access to the people that our workers may be caring for or their records. If the decision is not to report to a professional body or barred list body, the Client reaches a decision on whether they wish to re-engage the Worker. If the Client decides not to re-engage the Worker, Randstad Care would then make the decision on any further action required in terms of the worker's suitability to continue to provide services via Randstad Care i.e. retraining or termination of Contract for Services. Randstad Care are very much committed to supporting our candidates whilst also acutely aware of our duty of care to vulnerable groups and will therefore always endeavour to work in partnership with the Client & safeguarding team to ensure the safety of any and all vulnerable groups.