



## REC Professional Standards

## Fact Sheet No: 2

### COMPLAINTS & DISCIPLINARY PROCEDURES How to make a complaint against a member of the REC.

The REC has a Code of Professional Practice that sets the standards to which we can expect all our members to adhere to and any allegation of a breach of this Code can be dealt with under the Complaints and Disciplinary procedures of the REC. The aims of a complaints investigation are to determine whether a breach of the REC Code of Practice has taken place and to improve standards of practice in the recruitment industry.

Please note that the REC's complaints procedure cannot be a substitute for legal action if this is relevant to your complaint. This includes action to claim any money owed due to non-payment of wages or holiday pay or unlawful deductions. If your complaint is about pay or deduction, whilst we would make every effort to obtain a resolution, we would not be able to enforce payment if the agency were to dispute your claim.

When the Professional Standards team has received a complaint and has verified that the complaint relates to a Member of the REC, a Complaints Officer is appointed who case manages that complaint. Please note that all stages of the complaints procedure require correspondence in writing. This enables us to exchange information between complainant and agency and to operate our complaints procedure as fairly and promptly as possible.

An investigation carried out by an REC Complaints Officer is a neutral process and the Complaints Officer will make no findings until both parties have the opportunity to respond. The Complaints Officer will provide advice and guidance to member agencies as required and as appropriate during the course of or following an investigation and therefore a complaints investigation may provide members with the opportunity for further learning and development in relation to their working practices, or as a check to demonstrate that they are applying the right processes and procedures.

Once you have made the decision to make a complaint there are a number of issues that you may wish to consider in terms of organising your complaint, we would recommend that you use our on-line complaint form: <http://www.rec.uk.com/rec/about-the-rec/complaint-form.aspx>

The guidance flowchart overleaf has been designed to help you in that process. Please note that the guidance overleaf reflects the key stages of the REC Complaints & Disciplinary Procedure, which is the definitive authority on how investigations are carried out. A copy of the procedure is available at [www.rec.uk.com/rec/about-the-rec/complaints-procedure.aspx](http://www.rec.uk.com/rec/about-the-rec/complaints-procedure.aspx)

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If you are unsure or unclear as to whether your complaint is one which falls within our remit please refer our Frequently Asked Questions at: <http://www.rec.uk.com/rec/about-the-rec/complaints-faqs.aspx>

#### REC receives your query/complaint in writing

Please note that all stages of the complaints procedure must be in writing.

This enables us to exchange information between you and the agency and to operate our complaints procedure as fairly and promptly as possible.

#### REC verifies that it relates to one of its members and assesses any potential breaches of the Code

Your permission to pursue is sought by the Complaints Officer  
You may be asked to provide additional information or clarification.  
Wherever possible you should respond within requested timescales.

#### Taking forward your complaint

A request to investigate will be sent to the Managing Director (MD) of the agency who may delegate it to a more appropriate person. They **must** respond to the request within agreed

**Their response will be copied to the complainant**

#### Handling the Agency's response

The agencies response(s) will be forwarded to you and you will have the opportunity to comment.

- The complaints officer will also consider the agency's response and any comments or additional information you may provide, and in doing so may request from either party
- Further clarification on specific points
- Request any documentary evidence not provided
- Request clarification on any other issues that relate to the Code of Practice

#### Further Information

##### **Any additional responses or information provided by you will be forwarded to the agency**

- The complaints officer may write to both parties again requesting a response to any comments raised by either party
- The complaints officer may also consider and follow up any other issues relating to an agencies working practice as they relate to the Code

*All members of the REC are required to respond to any investigation failure to do so or to cooperate with a REC complaints investigation may result in their being referred to the REC Professional Standards Committee (PSC)*

#### Appealing the decision

Both parties have the right of appeal against the decisions of an REC Complaints Officer  
The Professional Standards Committee (PSC) will consider this appeal.

Both parties have the right to appeal the decision of the PSC to an Appeals Panel. The Appeals Panel decision will be final.