

EMPLOYMENT AGENCY STANDARDS INSPECTORATE

OUR SERVICE STANDARDS

1. Complaints about employment agencies and employment businesses

The EAS Inspectorate will investigate, as a matter of priority, complaints about the conduct of an agency/employment business which fall within the scope of the legislation.

Complaints are treated in confidence. The name of the person making the complaint will not be disclosed unless the individual concerned gives the EAS Inspectorate their permission to do so.

If you wish to make such a complaint, you should contact the EAS Inspectorate either in writing, by telephone, fax or email.

Should you require it, we will supply a form to assist you in making your complaint. We will give you a written explanation of the result of the investigation. If we cannot complete the investigation within 6 weeks, we will keep you informed of what is happening.

2. Our service to our customers

You can expect the staff of the EAS to provide a helpful, courteous and efficient service. Our staff will identify themselves by name. We welcome feedback on any part of the service we provide.

If something has gone wrong with the way you have been treated or the way your complaint about a particular agency/employment business has been dealt with, please write to the Operations Manager, Employment Agency Standards Inspectorate at the address given above.

If it is found that we owe you an apology because of any shortcomings in the service we have provided, we will give one. We will also explain what went wrong and what we will do to put it right.

You may also write at any time to a Member of Parliament, who may decide to refer your complaint to the Parliamentary Commissioner for Administration (the Ombudsman).

3. Consultation

We will undertake consultations with appropriate bodies, including the private recruitment industry's representative bodies, individual agencies, trade unions

and other interested parties, to discuss how best to deal with compliance failures and other matters of mutual concern.

4. Advice and Guidance

Advice on the application of the legislation regulating employment agencies and employment businesses is available from the EAS Helpline (0845 955 5105) and from the Business Link web site www.businesslink.gov.uk/employmentagencies.

Advice for agency workers is available from the Directgov web site www.direct.gov.uk/agencyworkers.

Comprehensive Guidance on the Conduct of Employment Agencies and Employment Businesses Regulations 2003 can be downloaded from the EAS website www.berr.gov.uk/employment.

Copies of the Conduct Regulations can be obtained from The Office of Public Information www.opsi.gov.uk/legislation.

5. Contact Details

Department for Business, Enterprise & Regulatory Reform (BERR)
Employment Agency Standards (4140)
1 Victoria Street
London
SW1H 0ET

Email: eas@berr.gsi.gov.uk

Helpline: 0845 955 5105