

## **Candidate requests for information policy**

### **DAY 1**

Equal access to on site facilities and internal vacancies:

If your query is in relation to Day 1 entitlements, such as access to information on internal vacancies or collective on site facilities such as a crèche, car-parking or canteen, follow the process below. This request can be made at any point after the start of the assignment.

1. Speak to the hirer/client (e.g. your line manager or supervisor).
2. If your query is unresolved or you are not satisfied with the response, submit a written request for information to the hirer/client.
3. The hirer/client has 28 days from receipt of the request to respond in writing. They should provide:
  - A written statement with all relevant information relating to the rights of a comparable worker or employee; and
  - Reasons for the treatment of agency workers
4. If you are unsatisfied with the response or do not receive one, you may choose to bring a claim via an Employment Tribunal. A tribunal will not consider a complaint under the Regulations unless it is presented within 3 months of the actual breach.

### **POST 12 WEEKS**

Equal pay:

If your query relates to entitlements after the 12 week qualifying period and this 12 week period is up, please follow the process below:

1. Speak to your consultant or manager at Red Eagle on 01303 851133.
2. If your query is unresolved or you are not satisfied with the response, submit a written request for information to [will@redeagle.jobs](mailto:will@redeagle.jobs) or Will Cotter, Operations Director at the following address; Red Eagle, 39 Bouverie Square, Folkestone, Kent, CT20 1BA.
3. Red Eagle has 28 days from receipt of the request to respond in writing. We will aim to provide:
  - Relevant information relating to basic working and employment conditions e.g. rate of pay, number of weeks holiday, usual contractual terms etc.
  - Any relevant information or factors that were considered when determining the basic pay and working conditions e.g. if there is a pay scale, where the agency worker is put on the pay scale.
  - Where the equal treatment is based on a flesh and blood comparable employee (doing the same or similar work), the information describes the terms and conditions applicable to that employee, explains any difference in treatment,

e.g. lower rate of pay based on lower level of qualifications, skill, experience and expertise.

4. If you have not received a written statement back from the agency within 30 days of making the request, you can then write to the hirer/client requesting the same information, but only after this 30 day period is up.

5. If you are unsatisfied with the response or do not receive one, you may choose to bring a claim via an Employment Tribunal. A tribunal will not consider a complaint under the Regulations unless it is presented within 3 months of the actual breach.