

Responsible Reliable Recruitment
Recruitment Specialists to the Teaching Profession

The Provision of Services Regulations 2009 (the "Regulations") implement the Services Directive (Directive 2006/123/EC) in the UK. The Regulations came into effect on 28 December 2009.

The Regulations require the Company to make available certain information to service recipients i.e. work-seekers and our clients. We must give you some of this information before we enter into a contract, we must supply other information if you request it.

We will make this information available as follows:

- at the place where we provide our services or enter into a contract with you
- on our website at www.rrrecruitment.com
- in the following documents:
Terms and Conditions of Business (hirers)
Contract for Services (worker seekers)
Teachers Fact File:RRR Company Information and Policies
Timesheets

Contents:

1. Service Provider Information
2. Registration/ authorisation details
3. Terms and Conditions of Business
4. After-sales guarantee or refunds
5. Professional liability insurance
6. Code of Conduct

1. Service provider information

Name of company: Responsible Reliable Recruitment Ltd.

Limited Company Registration No. 3817623

Head Office:
Ashley House
28, Ashley Road
Newmarket
Suffolk
CB8 8DA

Telephone: 01638 661627
Fax: 01638 667625
Text: 07778 030701
Email: admin@rrrecruitment.com

Registered Office
Lewis House
Great Chesterford Court
Great Chesterford
Essex
CB10 1PF

VAT Registration No. 144 9887 61

2. Registration/ authorisation details

RRR is listed on the following trade or other similar public register:

- Recruitment and Employment Confederation, Corporate Membership no.00083686

RRR is subject to authorisation/ licensing by the following authority:

- Employment Agency Standards Inspectorate -
<http://www.bis.gov.uk/policies/employment-matters/eas>

RRR is not subject to authorisation/ licensing by authority in EEA states.

RRR does not carry out any regulated professions.

3. Terms and Conditions of Business

RRR provides work-finding services to hirers and work-seekers. We are prohibited from charging work-seekers for those work-finding services. The charges or the method of calculating the charges payable by hirers are set out in our Terms of Business.

The terms on which we contract with hirers and work-seekers are set out in our Terms of Business/ Terms of Engagement. Our terms are subject to English law and to the jurisdiction of the English courts.

4. After-sales guarantee or refunds

We offer refunds to hirers in certain limited circumstances the details of which are set out in our Terms of Business.

5. Professional liability insurance

We are required to hold professional liability insurance. We must provide information about your insurance cover and, in particular, the contact details of the insurer or guarantor and the territorial coverage.

Insurer details: ACE European Group Ltd.

UK Head Office:

The ACE Building

100 Leadenhall Street

London

EC3A 3BP

Telephone: 020 7173 7000

Website: www.aceeurope.co.uk

Limit of Liability: Employer's Liability £10,000,000

Public and Products Liability £5,000,000

6. Code of Conduct

As a member of the Recruitment and Employment Confederation (REC), we are subject to the REC's Code of Professional Practice which is available at

www.rec.uk.com/membership/compliance.

The Code is available in English only.

The REC Code of Professional Practice does not offer a non-judicial dispute resolution procedure. It does offer a procedure whereby clients or individuals who have used the services of an REC member can complain about breaches of that Code of Professional Practice by that member.

The REC accepts complaints and queries in regards to the standards of best practice of its corporate members. It is a condition of REC membership that we have in place a Complaints Procedure to deal with complaints. Therefore, before referring a complaint to the REC, we would encourage you to use our Complaints Procedure, a copy of which is available to download on our website www.rrrecruitment.com or can be obtained on request .

The REC Professional Standards Team are not able to:-

- investigate the conduct of an agency that is not a member of the REC
- offer legal advice
- intervene to decide disputes of a legal nature, or contractual or commercial disputes, or those driven by competition
- decide disputes between members and their employees or employers,
- instigate a formal complaints procedure whilst any legal, tribunal or court action is ongoing or unresolved.
- suspend or expel a member (this decision can only be made by the Professional Standards Committee)
- make an agency apologise.

Please note: the REC complaints procedure does not deal with compensation in any respect.

This policy was adopted by RRR Limited in January 2014. It is modelled on REC Policy Document 21 (2012).
Version 2 reformatted January 2016



Information to be provided to comply with the Provision of Services Regulations (2009) Policy