

Company Name:	Accent on Education Ltd ("the Company")
Model Policy Name:	AWR Candidate Request of Equal Treatment Issues Policy
Date:	01/06/2019

OUR POLICY

Accent on Education Ltd is committed to ensuring our Agency Workers receive equal treatment in the workplace in accordance with the Agency Workers Regulations 2010.

If an Agency Worker believes they are not receiving Equal Treatment or wish to receive clarification on any aspect regarding Equal Treatment, then we encourage the Agency Worker to contact us immediately so that the query can be resolved. Accent on Education aim to answer any informal queries immediately. We can be contacted by telephone: 01633 334466 (24 hours), by email: info@accentoe.co.uk or in person at our office: 20 Risca Road, Newport, NP20 4JW.

If an Agency Worker (who has completed the 12 week qualifying period) believes that they are not receiving Equal Treatment and wishes to request a written statement from the Agency, then such requests must be made in writing, either by email or post, to the addresses stated above.

Accent on Education will respond to the Agency Worker in writing within 28 days of receiving the request. Our response will contain all relevant information relating to the basic working and employment conditions of the client's workers. We will include all the factors that we considered when determining the basic working and employment conditions which applied to the Agency Worker at the time that they allegedly did not receive the equal treatment they claim they were entitled to receive. Accent on Education will include relevant information which explains the basis on which the client's comparable employee was identified and the relevant terms and conditions applicable to that employee.