

**REC**Recruitment  
& Employment  
Confederation

# Complaint form

The Fair Work Agency is the government authority responsible for the enforcement of certain agency worker rights. You can raise a concern with them directly on 0345 161 6000 or through the Acas helpline on 0300 123 1100, Monday to Friday, 8am to 6pm.

## Before making a complaint

All complaints to the REC must be on our complaint form and you must complete all fields. If you require any assistance to complete the form, please call our Customer Engagement Team on 020 7009 2100.

The REC can only investigate complaints against our Members.

To check if the agency is a Member go to the link:

<https://www.rec.uk.com/jobseekers/member-directory>



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## Details of REC Member being complained about

Name of agency / Individual Member:

Name and title of Member of staff or consultant concerned:

Full address of the Member (including postcode):

What type of work or sector/industry does this complaint relate to  
e.g. driving, medical, administration, education? (please state):

Where did you hear about the REC Complaints Procedure?

☐

From the agency

☐

At an REC event

☐

On the REC website

☐

I am a member of the REC

☐

In an REC publication

☐

Other (please state)

☐

On REC social media



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**The REC Complaints procedure is a written process and is full disclosure.  
All information provided on this form and supporting documentation will be  
forwarded to the Member.**

**Please confirm the following:**

The incident I am complaining about occurred within the last 6 months, or a finding by a legal or regulatory authority was made within the last 6 month.

YES

☐

**Please Note: We cannot action a complaint if it is not made  
within 6 months.**

I consent to the REC forwarding this complaint form and any other documents I provide to the Member I am complaining about.

YES

☐

**Please Note: We cannot action a complaint unless you agree  
to full disclosure.**

I confirm I have read 'How to Complain' and understand the remit of the REC.  
<https://www.rec.uk.com/recruiters/compliance/complaints>

YES

☐

**Please Note: We cannot action a complaint until you confirm you have read this.**



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## What's happened so far

Have you raised your complaint with the Member?

YES

NO

☐☐

**Please Note: We cannot action a complaint until you have complained to the Member.**

What was the outcome?

☐

The agency responded

☐

The agency did not respond

☐

The agency did not follow their complaints procedure

**Please attach your complaint and the Member's response.**

Are there any court proceedings either planned or ongoing in relation to your complaint?

YES

NO

☐☐

**We do not normally action a complaint until proceedings have been completed.**

Have any court proceedings relating to this complaint been completed prior to completing this form?

YES

NO

☐☐

**If yes, please provide a copy of the court findings.**

Have you complained to any other organisation about this matter?

YES

NO

☐☐

**If yes, please attach your complaint and the outcome.**



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## Your details

First name:

Surname:

Company name  
(if applicable):

Your address (including postcode):

Email address:

Telephone number:

How best describes your role?

☐

Temporary worker (PAYE)

☐

Umbrella company

☐

Temporary worker  
(Umbrella company)

☐

An agency

☐

Permanent candidate

☐

Other (please state)

☐

Limited company contractor

☐

Hirer / Client



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## Your complaint

What action or issue is your complaint about?

What date(s) did the action or issue happen?

What happened? Tell us about the events in date order:

**Please attach any document that support your complaint, e.g. emails, contracts, key information document, assignment details form.**

YES

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## Declaration

I have read the contents of this form and confirm that the information provided is true to the best of my knowledge. I am aware of the consequences of making a false statement as it could jeopardise the outcome of any investigation. I also confirm that if I receive information that contravenes what I previously stated, I will inform you at the earliest opportunity.

Name:

Date:

Please send your completed form and supporting documentation to

[info@rec.uk.com](mailto:info@rec.uk.com)

or by post to:

Customer Engagement Team,  
Recruitment and Employment Confederation  
20 Queen Elizabeth Street  
London  
SE1 2LS