



Candidate Charter

Rotherwood Recruitment is committed in providing both our clients and candidates with a professional yet personal service. It is imperative that we work as a team in order to fulfil your objectives. Rotherwood endeavour to fulfil the following commitments to you:

- ❖ Always treat you with courtesy, respect and to operate in a professional and ethical manner
- ❖ To ensure you receive a professional and friendly service at all times
- ❖ To use all information given by yourselves in a confidential and discreet manner
- ❖ To always seek permission from you prior to:
 - Discussing your skills with a client
 - Submitting your CV to a client
 - Contacting any referees
- ❖ To give you as much information as possible with regard to an assignment before you start
- ❖ To have contact with you every step of the way during the recruitment process, whether it is for a temporary assignment or attending an interview
- ❖ To maintain contact with you throughout your assignment
- ❖ To provide you with support and guidance for any 3rd party interview
- ❖ To keep in contact with you after attending an interview to keep you aware of your progress
- ❖ To provide constructive feedback following an interview with one of our clients
- ❖ To deal with all payroll queries efficiently and effectively
- ❖ To be honest and inform you if we can't find you work - not to waste your time
- ❖ To be aware of the type of clients we deal with and their environment, ensuring that they are aware of their responsibilities for your well-being, health and safety etc
- ❖ To adhere to and be fully committed to employment legislation; discrimination acts/policies and Employment Agencies Act etc
- ❖ To answer the phone within three rings and to respond to any queries within 48 hours (phone or email)
- ❖ To represent you in a fair, positive, ethical and proactive way

In return we ask that you, our candidate commits the following to us:

- ❖ To provide us with accurate, true and up-to-date information
- ❖ To keep us informed of any changes to your circumstances
- ❖ To provide us with feedback relating to any interviews attended or assignments undertaken
- ❖ To return signed timesheets promptly when on temporary assignments
- ❖ To work in a professional manner and with respect
- ❖ To maintain contact with Rotherwood and be honest and truthful

Rotherwood Recruitment is a member of the Recruitment & Employment Confederation (REC) and abides by the REC Code of Practice. Access to the REC's impartial complaints service if required.