



Policy Number 27

Policy Title:

**REASONS WHY TEMPORARY WORKERS MAY BE EXCLUDED FROM OUR REGISTER
AND GRIEVANCE PROCEDURE**

WHO MUST ABIDE BY THIS POLICY?

All Temporary Workers

POLICY CONTENT:

All temporary workers undertake assignments on behalf of the employment business in accordance with their terms of engagement, and all temporary workers should abide by the conditions contained in their Terms of Engagement. All agency workers in essence are self-employed whilst on assignment through the Employment Business.

It is the policy of the employment business to ensure that all temporary workers are treated fairly and are kept informed of issues that our clients may have concerning their work performance, attendance or conduct. It is the policy of the employment business to obtain full details in writing on all concerns that our clients may have and to provide these written statements to our agency workers in order that they can answer all allegations.

We aim at all times to:

- Assist to correct unacceptable conduct or performance
- Place exclusions at individual clients, only at the direct request of the client
- Be fair to our agency workers and assist them to prepare their defence.
- To assist to provide corrective training where applicable.

The Employment Business in the event of allegations of abuse, sexual assault or other serious issue is obliged legally to notify governing bodies such as the CQC, The Regulation and Quality Improvement Authority, The Care Commission and the NMC as well as the police. Allegations may result in the employment business having an obligation to make a preliminary referral in such cases to the Secretary of State for inclusion on the POVA/POCA registers. In such circumstances it is usual to exclude you/place you on hold from our live registers whilst the investigation is in progress.

Compliance – if your compliance is not renewed in accordance with the requirements laid down by the A24 Group, you will be prevented from working.

Grievances:

If you feel that at anytime your issues have not been dealt with fairly or you would like to inform us of anything that you are not happy about you have the right to refer the matter to the Managing Director.

Her email address is: penny.streeter@a24group.com

END OF POLICY