



EdStaff Ltd – Agency Workers Regulations Equal Treatment Policy

The Agency Workers Regulations 2010 came into force in England, Scotland and Wales on 1st October 2011. This gives agency workers specific rights when commencing an assignment on Day 1 and also after the completion of the 12 week qualifying period.

Day 1 rights for all agency workers

On day one of the assignment there are some terms and conditions that the Agency Worker will be entitled to regardless of the qualifying period. They are:

- Access to the hirer's facilities
- Access to information relating to the hirer's vacancies

Week 12 rights for all agency workers

After the completion of the 12 week qualifying period (from week 13) the agency worker will be entitled to the same basic terms and conditions as if they were taken on by the hirer directly. The following apply to this legislation:

- Pay Rates
- Working Hours
- Night Work
- Rest Periods
- Rest Breaks
- Annual Leave
- Pregnancy : paid antenatal appointments

EdStaff Ltd are committed to enforcing AWR guidelines and making sure that all staff are aware of work seekers rights in relation to AWR. If you feel you do not receive a satisfactory service in relation to AWR we need you to tell us about it. This will allow EdStaff to continue to improve our high standards.

If you have a complaint initially please telephone your consultant on 01925 295810 and they will endeavour to deal with your complaint fully, aiming to respond within 1 week.

Following this conversation with your consultant, if you still feel as though your rights are not being met you can escalate your complaint by either emailing teachers@edstaff.co.uk or by posting a letter addressed to 10 High Street, Newton-le-Willows, WA12 9SN, addressed to the office manager.

Once EdStaff receives this request we will respond within 28 days. In order to comply with the regulations the written response must include the following:

- Relevant information to the basic working and employment conditions of the clients workers;
- The factors that EdStaff have considered when determining the basic working and employment conditions which applied to the agency worker at the time s/he allegedly did not receive the equal treatment they claim they were entitled to receive;
- 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;
- We will try to resolve your complaint and ensure that it is brought to a conclusion, and this decision will be the company's final one.