



Company Name:	Rotherwood Recruitment (2020) Ltd ("the Company") T/A Rotherwood Recruitment / Rotherwood Education / Rotherwood Cares
Policy Name:	CANDIDATE CHARTER
Date:	January 2026

Rotherwood Recruitment (2020) Ltd 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 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 our candidates prior to discussing their skills with a client
- To give you as much information as possible with regard to a temporary 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 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 (2020) Ltd 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.