



# SupplyNow Limited - Withdrawal of Service Policy

## Purpose of Document

To clearly outline the circumstances under which SupplyNow Limited will be required to withdraw work-finding services for our candidates.

This document does not supersede other formal documentation, but is provided as an outline of actions which will result in the withdrawal of service. This document is designed to be viewed in conjunction with our Ethical Recruitment, Privacy, and Data Protection Policies, which can be found [here](#).

This is by no means an exhaustive list, but it is designed to give a clear indication of our processes and policies when withdrawing our services.

## Safeguarding

In line with our commitment to the highest standards of safeguarding and to ensure our clients, contractors and students within our care, we will withdraw our service if one or more of the following occurs:

- A candidate fails or refuses to complete the mandatory training provided
- A candidate fails to declare a historical or current safeguarding concern
- A candidate fails to adhere to the SupplyNow Limited Code of Conduct
- A candidate demonstrates a failure to understand their responsibility to safeguard young people
- A candidate fails to report a safeguarding concern during their placement.

Any concern which is judged to meet the harm threshold will be referred to the LADO, and SupplyNow Limited reserves the right to make referrals to the Police, TRA and or DBS at any time if we believe the threshold is met and/or a child or young person is potentially at risk.

## Abuse of Staff Members

SupplyNow Limited has a zero-tolerance policy on the abuse of our staff members. This can include, but is not limited to:

- Use of abusive language, including but not limited to the use of swear words
- Use of racial, sexual, xenophobic or inappropriate language
- Shouting, raising of voice, belittling, bullying or otherwise threatening a member of staff

## Quality Control

SupplyNow Limited has strict standards and expectations for its staff and contractors. Where our standards are not met, we reserve the right to withdraw service. This includes but is not limited to:

- Failure to follow the lateness or sickness reporting process
- Failure to complete reasonable tasks as dictated by your placement setting
- Failure to meet the teaching standards

SupplyNow Limited is committed to providing a high-level service to our customers. We regularly send satisfaction surveys to clients and candidates to understand how our service is being received. If any negative feedback comes through, our Senior Leadership Team monitors this and raises issues with our teams and managers to see if we



can resolve any issues without taking further action.

If you have a complaint, please contact a member of the HR department by phone (0333 800 7800) in the first instance, so that we can try to resolve your complaint informally. If you would prefer to place your complaint over email, you can do so by emailing [customercare@engagepartners.co.uk](mailto:customercare@engagepartners.co.uk).

This email address is monitored by our Senior Leadership Team.