



Request for information to the agency/client

Day one rights are the sole responsibility of the client so the agency worker should address requests for information to the client.

However, if an agency worker believes they have not received their equal treatment rights, the regulations allow the agency worker to request a written statement from an agency requesting information about the treatment that the agency worker has received.

To trigger this formal process, the agency worker must make the request in writing. Once Edge Careers receives this request we will have 28 days to respond and in order to comply with the regulations the written response must include the following information:

- Relevant information relating to the basic working and employment conditions of the client's workers.
- The factors Edge Careers considered when determining the basic working and employment conditions which applied to the agency worker at the time they 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.