



Contract Connections CCL Recruit Candidate Charter

Contract Connections / CCL Candidates Charter

We realise that agencies can sometimes be guilty of not giving the due care and attention to candidates that they are working with. Having surveyed a large number of our candidate community, there were a number of common issues that were identified as frustrations of working with agencies.

Our response to this feedback has been to create a Candidate Charter that gives our commitment to our candidates so that you know what to expect when you work with any division of the Contract Connections Group.

Contract Connections / CCL Recruit promise:

1. To acknowledge receipt of your application within 72 hours of receiving your CV.
2. Successful / short-listed candidates will receive a call from an Account Manager or Resourcer to discuss your application within 48 hours of receipt of your CV.
3. All candidates that have been selected to be represented to a client will be offered the opportunity to meet with a Consultant or Resourcer face to face to discuss your individual needs.
4. We will not send your CV to a prospective client without your express permission.
5. Your Consultant will provide you with the name and location of the client before submitting your CV.

6. To acknowledge via email your submission to a client so you have a record of all clients and roles that we have submitted your CV to.
7. You will receive a weekly update on the status of your application throughout all stages of the process.
8. To provide feedback on your CV submission within 24 hours of receiving that feedback from a client - positive or negative.
9. To continue the relationship throughout your assignment or on-boarding process if you are successful in gaining a role through us.
10. To pay all contractors working for us on receipt of approved timesheets and corresponding invoices.

We hope by putting these commitments on paper you can see we are serious about your candidate welfare and want you to have a positive experience when working with us to secure your new role.

If you feel that we have not met the promises we have laid out in this charter, please feel free to contact either Justin Madgwick or Louis Lafferty on 0207 337 8833. Both are directors within the business and would be happy to discuss your concerns.