



Letter of Complaint

From: Sekhon" sekhon@mail.com>
To: peter.searle@adecco.co.uk
Cc: sekhon@yahoo.co.uk
Date: Jul 24, 2012 9:41:36 PM

Dear Chief Executive Mr Peter Searle,

I am forced to issue a letter of complaint against Adecco and Office Angels. The conduct of your employees in the Kingston Upon Thames offices on 11 July 2012 was deeply disturbing and the most harrowing experience of my entire life.

I attended a pre-arranged appointment with Office Angels recruiter Amy Devito at 2pm. During my appointment, Amy was most helpful and went through my CV and advised on which parts needed to be changed. Amy also explained that she would add my name to the list of candidates looking for receptionist jobs. As I am on Job Seeker's allowance and as it is a requirement to prove that you have been actively searching for employment, I asked Amy if she could kindly confirm in writing that I had attended my appointment.

Amy agreed to provide me with a letter to confirm my attendance. In the meantime, Amy explained that she would ask Kat who deals with temporary recruitment to discuss the availability of any temporary positions whilst she types this letter.

Amy returned five minutes later and her demeanour completely changed. Amy explained that Kat is far too busy to see me right now and also stated that she is no longer prepared to confirm it in writing that I attended my appointment.

There was a complete sudden u-turn. When I asked for an explanation, Amy stated that "it was not up to her, if it was up to me I would give you the letter." She explained that her manager has told her not to confirm it in writing that I attended my appointment at Office Angels.

As such, I requested to speak to her manager to find out why I was now being refused a request which is clearly reasonable.

I was then approached by Adecco's branch manager Mr Allan Freeman who made it crystal clear that I would not be receiving confirmation in writing that I had attended my appointment. To my shock horror, Mr Allan Freeman's justification was that "you can't always get what you want."

I couldn't believe what I was hearing from a branch manager of Adecco. I was refused such a reasonable request on the ludicrous grounds that "I can't always get what I want." When I showed Mr Allan Freeman a previous compliments slip from Amy stating the date and time of my appointment, instead of arranging for a similar compliments slip confirming my attendance, to add insult to injury, Mr Allan Freeman stated that if I do not leave immediately, he would call the police and have me arrested.

I was completely humiliated in front of the entire office. I requested again that it was a reasonable request to confirm on a compliments slip that I attended my appointment at Office Angels as I needed this to confirm to my Job Seeker's Adviser that I was actively searching for employment.

However, I could not believe what happened next. Instead of confirming it on a compliments slip that I had attended my appointment at Office Angels, Mr Allan Freeman went to the shocking lengths of calling the police to arrest me. Two police officers arrived at Office Angels/Adecco and spoke to Mr Allan Freeman for approximately 30 minutes.

After these long discussions, the police explained that there was nothing I could do as Office Angels/Adecco are not prepared to confirm in writing that I attended my appointment at 2pm. Whilst I am sitting in front of a desk, Mr Allan Freeman, Gemma Tree and two police officers surrounded me on every side. Mr Allan Freeman then tried to manhandle me.

As I was about to be manhandled by Mr Allan Freeman, I was petrified and tried to move away from him behind a desk where the police approached and arrested me on the grounds to prevent a possible breach of peace occurring. I was then humiliated and degraded as I was forcibly handcuffed and escorted out of the building into the high street. Whilst in the High Street I was pushed against a window and had to wait there for around ten minutes whilst a police van was being called. Onlookers kept staring as if I was a criminal.

In the whole of this, I have not done anything wrong, and yet I was arrested as one of your branch managers acted inappropriately and with discrimination. The treatment I received was totally unacceptable and to be arrested for simply requesting confirmation of my appointment in writing is completely unprecedented and insane. I believe that I have been ill-treated by Mr Allan Freeman and discriminated against because of the colour of my skin.

I believe any other person would have received confirmation in writing from Office Angels/Adecco without hesitation. Even the very next day, there was absolutely no remorse or even an apology from Mr Allan Freeman.

I telephoned Mr Allan Freeman to request the address for Head Office and to inform him that I was going to make a complaint about his appalling behaviour. Mr Allan Freeman explained that he had done nothing wrong and further insulted me by stating in a taped telephone conversation that he got me arrested as I wanted to be arrested.

So Mr Allan Freeman's logic is the following. Office Angels/Adecco are not prepared to provide me with a letter confirming that I had attended my appointment on the grounds of "you can't always get what you want." On the other hand, Mr Allan Freeman contradicts himself by confirming that he got me arrested because I wanted to be arrested.

I am 53 year old woman and this entire ordeal has had a profound effect on my health and I have suffered wrongful arrest, wrongful imprisonment, humiliation, degradation, pain (wrists - swollen, scarred and bruised from handcuffs), fear and anxiety all because Office Angels/Adecco refused a reasonable request of confirming in writing my attendance for my appointment and instead called the police to arrest me.

I note that Adecco's values are the following: -

We are dedicated to earning the trust and loyalty of our candidates, clients, the communities in which we operate and one another, by performing our work in accordance with our core values of respect, responsibility, honesty and integrity. We work hard to:

- Demonstrate respect for the rights and dignity of all people and organisations by being fair, just and compassionate.
- Take responsibility for our actions and hold ourselves and each other accountable for what we say and do.
- Communicate in an honest way with our colleagues, associates, investors, customers, suppliers, governments and the communities in which we work.
- Act with integrity by demonstrating the courage and strength of character to do what is right even when it is difficult or unpopular.

Mr Peter Searle, the way I was treated by Office Angels/Adecco most certainly did not adhere to any of your company's core values.

The actions of your staff did not demonstrate respect for the rights and dignity of myself and in fact they acted completely opposite by harassing me and calling the police instead of providing me with confirmation that I had attended my appointment. This proves that your staff were not fair, just and compassionate towards me as per Adecco's values.

Mr Peter Searle, as your values state that Adecco take responsibility for their actions and hold ourselves and each other accountable for what we say and do, I am bringing this matter to your attention for a full investigation into this matter.

Due to the unwarranted and unnecessary hardship and suffering your staff put me through just for a piece of paper, I trust that you will personally investigate and respond to my complaint within the next seven days.

Yours sincerely,
Mrs Sekhon