PINEAPPLE PARTNERS

Quality Assurance Policy

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1. Our vision

Pineapple Partners exists to raise the standard of temporary staffing by connecting the right people with the right organisations, honestly, quickly and compliantly. Quality is not a department here; it is the way every placement is made.

2. What quality means in our work

- Candidates: vetted to the standard we publish, represented accurately, and supported through every assignment.
- Clients: shortlists that fit the brief, checks evidenced on request, and straight answers, including “we don’t have the right person yet”.
- Workers: paid correctly and on time, treated in line with AWR, and never sent to a site we would not stand behind.
- Compliance: the Conduct Regulations, safer recruitment standards and our published policies are the floor for every transaction.

3. How we assure it

Every placement follows the same documented process, registration, vetting, matching, confirmation, so quality does not depend on who handled the file. Compliance checks are audited internally on a sample basis each quarter. Feedback is gathered from clients and workers during and after assignments, and complaints are analysed under our Complaints Policy for lessons, not just closure.

4. Measures we watch

Fill accuracy and time-to-fill; assignment completion rates; feedback scores from clients and workers; compliance audit results; and complaint volumes, causes and outcomes. The Executive Management Team reviews these together quarterly and acts on what they show.

5. Continuous improvement and review

When a measure slips or feedback stings, we change the process, not the story. This policy and the measures behind it are reviewed annually by the Executive Management Team.