PINEAPPLE PARTNERS

Reference Request Policy

Title of Policy Document **Issue Date and Version**	Reference Request January 2026 (Version 1)
Author / Department	Compliance Manager
Signed off by	 Director
Next review date	January 2027
Distribution	All services
First issue date	January 2026

1. Purpose

References are one of the pillars of safer recruitment, and Pineapple Partners treats them as evidence to be verified, not paperwork to be collected. This policy sets the standard for every reference we take.

2. What we require

- References covering the last five years of a candidate's working history, from every applicant registering for work.
- A minimum of two referees, including the most recent employer; for care and other regulated roles, the most recent role involving work with children or vulnerable groups is always covered.
- Referees must be professional contacts in a position to comment on the candidate's work, not relatives, and personal references are accepted only to bridge genuine gaps such as study or travel.

3. How we verify

References are requested in writing and then verified: we confirm the referee is who they say they are, using organisational contact details rather than only those supplied by the candidate, and we follow up by phone where anything needs clarifying. Dates are cross-checked against the candidate's stated history, and discrepancies or gaps are pursued until explained. Open-ended references ("To whom it may concern") are never accepted as a substitute for direct verification.

4. Safeguarding content

For roles with children or adults at risk, we ask referees specifically about suitability to work with those groups, and about any disciplinary matters involving safeguarding. A refusal to answer is followed up, and unresolved safeguarding doubts mean no placement.

5. Records and data protection

References are held on the candidate file under our data protection policies, shared with clients only as a placement requires, and treated as confidential. Candidates should note that references given in confidence may be exempt from subject access under data protection law.

6. Review

The Compliance Manager reviews this policy annually.