



Our Ref : Ycf 6979

Department of Trade and Industry

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Dear Mr Hurst

EMPLOYMENT AGENCIES ACT 1973

RE.HIDDEN FACES

Further to your complaint regarding the above agency, I am writing to inform you that I have again visited them and discussed your complaints regarding their advertisements and the £15 interview fee.

We also discussed the contents of the interview you had at the Novotel Hotel in East London in July 2005.

Mr Chandler said that the advert placed in the Stage newspaper without their trading name was placed in error and should have contained their trading name. He apologised for this oversight and said that he would ensure that all future advertisements comply with our requirements.

Mr Chandler informed us that Hidden Faces will also use another of their trading names "want to be on tv".

The matter of the interview fee was also discussed and Mr Chandler said that he was not aware that the requesting of this fee was in breach of our legislation as in the past he had seen other agencies charging a similar fee. He has ceased charging this fee with immediate effect

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We informed Mr Chandler that we had received a recording of an interview that took place at the Novotel Hotel in July. We told him that a person (Kate Cousins) allegedly representing Hidden Faces appeared to say to you in the interview that they regularly place people with the Productions "Eastenders" and "Coronation Street". She also told you that there was s a lot of work available.

Mr Chandler's response to this was that he does not know of Kate Cousins and that there is no-one by that name working at the agency. He said that he was at the hotel for the whole day with his assistant but that she was not named Kate Cousins.

Mr Chandler went on to say that there had been some confusion during the weekend as there was another agency booked into the hotel at the same time. He was unable to make any further comment regarding this matter.

We have tried to make further enquiries into this matter with the Novotel Hotel but they would not release information regarding their bookings or who had made them.

We have again reminded Hidden Faces about the content of their future advertisements and in particular drawn their attention to the requirements of the regulations

Thank you for bringing this matter to our attention.

Yours sincerely

Patricia Neil

Inspector