



Our Ref : Ycf 6979

Department of Trade and Industry

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4th January 2005

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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 now visited them and discussed your complaint with the Manager Mr Chandler.

During the visit I inspected their records and found that Hidden Faces were notified ,along with other casting agencies, by both Pepsi and Nokia about the casting of these commercials. The numbers of extras that were needed for these commercials, by Pepsi and Nokia were, as far as I am aware from the information I have inspected, were as quoted in the advertisements by Hidden Faces. Although Hidden Faces did not supply all of the extras that Pepsi and Nokia needed, I was able to see that they had supplied a number of work-seekers to both jobs and that these work-seekers had been paid for this work.

I have however warned Mr Chandler about the wording he uses in future advertisements and will be seeking continued compliance with the advertising requirements of the legislation as set out in Conduct Regulation 27.

I also saw evidence of work-seekers being put forward for numerous castings which has resulted in actual bookings for work-seekers registered with the agency.

Continuation 2

The fee of £98.50 charged by the agency to work-seekers the work-seekers includes entry into a publication which is updated and reprinted three times per year. I have seen all versions printed during the last year. The fee also includes entry onto the agency's website, work-seekers can update their CV on-line and print off their own model picture cards.

This being the case the fee of £98.50 could be classed as "reasonable" for the purposes of the Conduct of Employment Agencies and Employment Businesses Regulations 2003.

We shall continue to monitor the position regarding the advertising and ensure that future advertisements comply with our requirements. Mr Chandler has indicated his willingness to comply with the requirements of the legislation and has been made aware of our powers to prosecute employment agencies, where specific breaches of the legislation occur, and to prohibit employment agencies.

I hope this answers your complaint satisfactorily and thank you for bringing this matter to our attention.

Yours sincerely

Patricia Neil

Inspector