

CaseTrust accreditation promotes good business practices

We refer to Miss Doreen Yeo Sai Ching's letter "Foreign domestic workers vulnerable to unfair practices" (ST Online, May 17). While most of the issues on the treatment and well-being of foreign domestic workers (FDW) are best addressed by the authorities and embassies, we would like to use this opportunity to explain the objectives of CaseTrust Accreditation for employment agencies.

CaseTrust is one of the two accreditation schemes for employment agencies. The accreditation is a stringent assessment of business practices and accredited agencies must comply with the following key requirements:

1. Adopting Standard Agency Agreement and Employment Contract, which includes provisions on standards of service and the duties and responsibilities of the agent and employer. This would also ensure that proper employment terms and conditions are clearly stated.
2. Making at least three house visits within the first six months including a visit within the first month to ensure that the employer and FDW are coping well.
3. Implementing a proper feedback system to handle customer's complaints. Customers must be informed about the alternative forms of redresses, such as mediation at CASE, if the complaint remains unresolved.

In short, the main objective of CaseTrust accreditation is to promote good business practices such as transparency of pricing and consumer friendly practices.

We will not hesitate to act against accredited agencies that fail to adhere to the requirements. If the writer could get in touch with us at Tel: 6463 1811 or email: complaints@case.org.sg, we will look into the employment agency in question.

Seah Seng Choon
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CASE