

HOW WE WILL DEAL WITH YOUR COMPLAINT OR REQUEST FOR FEEDBACK REGARDING YOUR APPLICATION

Our complaints policy

Where an applicant is not shortlisted for interview or is unsuccessful at interview it can be both personally and professionally disappointing. Applicants may wish to obtain feedback on a shortlisting or interview decision as part of their personal development. This can be obtained by writing to the Human Resources Department (addressed to the Recruitment Business Partner who advised you of the outcome of your application).

There may however, be other situation where an applicant does not agree with a shortlisting or interview decision and he/she wishes to make a complaint about this decision. Such complaints will be dealt with as follows.

Our complaints procedure

Stage One

You should write to the Human Resources Department (addressed to the Recruitment Business Partner who advised you of the outcome of your application.)

For complaints relating to shortlisting decisions the Recruitment Business Partner will provide you with written feedback which will include details of the shortlisting criteria which were applied, details of which of these criteria you did not meet and any further information which may help clarify the shortlisting decision. On receipt of this written feedback you may wish to seek further clarification from the Recruitment Business Partner.

For complaints relating to the decision of an interview panel the Recruitment Business Partner will provide you with feedback which will include details on any essential criteria which you failed to meet, the areas of the personnel specification which you meet and the areas of the personnel specification which you exceeded.

Interviewing is a very competitive process and it may well be the case that while you meet or exceed the criteria for the post in the competition another applicant provided better evidence of their suitability for the post. If this is the case the Recruitment Business Partner will explain this to you however, he/she will not release information to you which may compromise the appointee's right to confidentiality under the Data Protection legislation. On receipt of this written feedback you may wish to seek further clarification from the Recruitment Business Partner.

We will send you written acknowledgement (email or letter), on receipt of your complaint within 5 working days. We will also inform you of whom will be dealing with your complaint.

We will then start to investigate your complaint, and this will involve the following steps;

- Examining your record to ascertain the sequence of relevant events and related correspondence.
- Interviewing the relevant members of staff for clarification on the issue.
- Liaising with senior management as appropriate.

We aim to acknowledge, fully investigate and duly resolve all complaints within 14 working days.

If after receiving written feedback from the Recruitment Business Partner you require further clarification you can lodge an appeal with a Director of the Company.

Stage Two

In your letter to the Director you should give details of those aspects of the feedback provided by the Recruitment Business Partner which require further clarification. The Director will audit the recruitment file and provide you with written details of their findings. On receipt of this you may wish to seek further clarification from the Director.

We will let you know of the outcome of this review in writing confirming our final position on your complaint and explaining our reasons, this will be within 14 working days. We will write to you separately if we require additional time to extend this frame.

Thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this firm. Our primary objective is to put things right.