

## National recruitment complaints policy and procedures 2020

### 1. Our policy

The recruitment and selection process managed by the National School of Healthcare Science aims to ensure that all processes are fair, transparent and free from discrimination. Final decisions regarding any complaints received will be made in accordance with the National School of Healthcare Science board, employment legislation and any other statutory requirements.

We aspire to respond to the wishes and aspirations of those accessing our recruitment services. However, we recognise that, on occasion, our service may fall short of expectations. If you feel you have a complaint to make please follow the procedure below, which outlines how your complaint will be dealt with.

All aspects of your complaint will be kept confidential wherever possible. However, there will also be a need for

- an open and fair investigation, the outcome of which is reported appropriately
- appropriate remedial action to be taken, to improve our processes and quality of service

Therefore, your complaint may need to be shared with others who have been involved in the recruitment process and are responsible for its design and delivery. If this is necessary, your privacy will always be respected.

### 2. Scope of the policy

You may raise a complaint about how we have managed your recruitment application, if you have evidence that

- a) published processes or procedures pertaining to the recruitment episode have not been followed correctly
- b) you have provided the correct requested documentation in order to meet a required published deadline, but the recruiting officer rejected your application at any stage because it stated that you did not meet that deadline

- c) you have submitted a data subject access request under the Data Protection Act that was not processed within the 30 days statutory limit

### 3. Limits of the policy

The following issues are excluded from the complaints process

- a) you disagree with the principle or content of the recruitment process, or its outcomes including the judgement of an interviewer
- b) you allege unfairness of practice and process but do not supply evidence to substantiate your allegation
- c) you were judged not to have performed well enough to merit appointment to a training post purely based on your score or rank in shortlisting or interview
- d) you wish to appeal against any decisions the recruiting officer is obliged to take, to remain within the appropriate legislative framework
- e) subject to section 2, paragraph (c), if you have not followed national guidance regarding timeliness, provision of documentation, demonstrating eligibility criteria and accepting offers/allocations
- f) you wish to complain about an operational issue that occurred on the day of your interview or assessment centre

As a general rule, if a complaint or an appeal is upheld, then the results of the relevant assessment cannot be altered – though the outcome may be amended (e.g. someone with a low shortlisting score might be given an interview if a mistake in process can be demonstrated).

### 4. How do I raise a complaint?

Email your complaint details to [hcsapplicants@hee.nhs.uk](mailto:hcsapplicants@hee.nhs.uk) . The School will “own” your complaint and be your single point of contact.

You must

- add '**Complaint re: Recruitment to [specialism/theme]**' as either your subject line or at the start of your email
- provide details of what stage of the recruitment process the complaint relates to
  - application
  - long listing
  - shortlisting
  - interview
  - offer/allocations

- provide us with your name, address and daytime telephone number
- provide full evidence to substantiate your complaint either within your email or as an attachment
- provide us with evidence if your complaint is about an IT, or electronic failure that prevented your application being submitted on time

Complaints must be submitted within 30 calendar days, after the incident. Any complaint submitted after this deadline will not be reviewed by the School unless there are highly extenuating circumstances.

## **5. How we will manage your complaint**

### **Stage 1**

We will acknowledge your complaint within two working days of its receipt and give you a unique reference number which you need to quote in any subsequent correspondence.

### **Stage 2**

Within five working days of receipt of your complaint we will confirm whether your complaint falls within the scope of this policy. If you have failed to meet all requirements or your evidence is based on the exemptions outlined under the limits of the policy, we will advise you that your complaint falls outside the scope of this policy.

We aim to reply to less complex complaints with 20 working days from receipt of your email. Upon receipt of your email you will be provided with an expected completion date. For more complex complaints that run over the 20 working days period, you will be updated every 10 working days as to the status of your complaint and expected completion date.

### **Stage 3**

A Senior Recruitment Officer, or equivalent, or a member of their team, will investigate your complaint and put together all the relevant and accurate facts. They will then inform you whether your complaint has been upheld or rejected. If your complaint has been upheld, a Senior Manager will contact you to propose a remedy. We will also ensure that any action taken, and the lessons learned will be logged for future purposes.

## **6. Reviews**

If you are unhappy about the decision regarding your complaint, you can request a review of that decision. You must submit a review request within 30 calendar days of receiving a response to your complaint. You will also need to provide enough new evidence to support the review request. We cannot review a decision which you disagree with, when there is no new evidence to consider.

### **How we will manage your review**

#### **Stage 1**

We will acknowledge your request for a review within two working days of its receipt and give you a unique reference number which you need to quote in any subsequent correspondence.

#### **Stage 2**

Within five working days we will confirm whether you have provided enough new evidence, for it to be considered as part of a review.

If your request for a review is successful a case statement will be prepared and reviewed by a Senior Manager, unconnected with the handling of the original complaint. We aim to complete a review and provide you with a decision within 20 working days, from receipt of your request.

If your review is complex and requires further consideration, we will provide you with an estimated timescale for completion of the review. For more complex reviews that run over the 20 working days period, you will be updated every 10 working days as to the status of your complaint and expected completion date.

#### **Stage 3**

The review is final, and this completes the process.

## **7. Withdrawal of complaints**

You can withdraw your complaint at any time, by writing to the officer dealing with your complaint and quoting your reference number. Your complaint will then be permanently closed.

## **8. Data retention**

In line with the Schools data management policies for specialty recruitment related paperwork, all materials relating to complaints, will be deleted twelve months after the date of a final decision being made.