

Human Resources

RECRUITMENT & SELECTION COMPLAINTS PROCEDURE

Version 0.3

Produced by:

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Municipal Buildings
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September 2003



INVERCLYDE COUNCIL IS AN EQUAL OPPORTUNITIES EMPLOYER

**THIS POLICY BOOKLET IS AVAILABLE ON REQUEST, IN LARGE PRINT, BRAILLE, ON
AUDIOTAPE, OR CD.**

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DOCUMENT CONTROL

Document Responsibility		
Name	Title	Service
Alex Hughes	Policy Development Officer	Human Resources

Change History		
Version	Date	Comments
0.1	February 1998	
0.2	September 2003	
0.3	April 2008	Changed to new layout - no change to content.

Distribution		
Name	Title	Location
Corporate Directors & Heads of Service		

Distribution may be made to others on request

Policy Review		
Review Date	Person Responsible	Service
December 2009	Policy Development Officer	Human Resources

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1 INTRODUCTION

Inverclyde Council's *Equal Opportunities Policy* aims to ensure that the terms of the Sex Discrimination Act, Race Relations Act, Disability Discrimination Act and other relevant legislation are properly applied and put into practice during the recruitment and selection process, throughout the Council's service.

The Procedure detailed here is designed to complement the guidelines on recruitment and selection that are detailed in the Council's *Recruitment and Selection Policy and Procedures* approved by the Corporate Business Committee on 3rd February 1998.

The Procedure is not intended to detract from a individual's right to pursue an application to an Employment Tribunal or to a Court of Law.

2 SCOPE OF THE PROCEDURE

- 2.1 The Procedure is available to both existing employees and external applicants.

3 SUBMITTING A COMPLAINT

- 3.1 Where an individual feels that they may have been treated unfairly at some stage of the recruitment and selection process then they should submit their complaint to the Head of Organisational Development & Human Resources, at the address shown at the end of this document, as soon as possible after the event or action about which they are complaining. A complaint concerning non-appointment should be submitted within **7 days** of notification of the outcome of an interview.
- 3.2 On receipt of a complaint the Head of Organisational Development & Human Resources will arrange for it be investigated. This investigation will involve all those involved in the recruitment and selection process for the particular

post. The investigation will normally be carried out, a report produced and a reply issued to the person submitting the complaint within 14 days of receipt of the complaint.

- 3.3 Where a person submitting a complaint is not satisfied with the response then they may request that a meeting be arranged to discuss the matter further. This meeting would comprise officers from Human Resources and the employing service along with the complainant who may be accompanied. This meeting should normally be convened within 10 days of receipt of the request. Where possible the person submitting the complaint should be advised of the outcome at the end of the meeting. Otherwise the decision will be confirmed in writing as soon as possible after the meeting.
- 3.4 For external applicants the procedure stops at this point.
- 3.5 Where an existing employee remains dissatisfied with the response given to the complaint then they may ask for the matter to be considered under the appropriate grievance procedure, which would entail submission of the grievance to the Human Resources (Appeals) Board.

4 REMEDIAL ACTION

- 4.1 Where it is considered appropriate and circumstances allow, the selection process may be put on hold at any time to allow a compliant to be considered. Such action will be taken following discussion between the Head of Organisational Development & Human Resources and the Head of Service.
- 4.2. The remedial action which may be taken following the recognition of a legitimate complaint will vary according to the circumstances of the complaint. The purpose of this Procedure is to resolve complaints and ensure that the most suitable applicant is appointed to a post. Financial compensation will not be considered.

5 ADDRESS FOR CORRESPONDENCE

Complaints should be submitted in writing to:-

Head of Organisational Development & Human Resources
Inverclyde Council
Municipal Buildings
Clyde Square
Greenock
PA15 3LY