

Recruitment Complaints 2016-17

Month Concluded	Department	Summary	Outcome
MARCH 2017	Government Digital Service	Complaint about the interview process.	Breach found - see Findings and Recommendations
	DWP	Complaint about sift scoring.	Closed – referred back to Department
	HMRC	Complaint about reserve list.	Closed – referred back to Department
	MoJ	Complaint about sift results.	Closed – referred back to Department
	Forestry Commission	Complaint about recruitment process.	Closed – referred back to Department
	MoD	Complaint about method of sift scores and feedback.	Closed
	DfT	Complaint about criteria and qualifications.	No breach - see findings and recommendations
	Name of department not given	Complaint about HR issue.	Out of scope
FEBRUARY 2017	MoD	Complaint about Terms and Conditions.	Closed – referred back to Department
	HMRC	Complaint about equivalency of qualifications required.	No breach - see findings and recommendations
	IPO	Complaint about sift result.	Closed – referred back to Department
	DfT	Complaint about criteria and qualifications.	No breach - see findings and recommendations
	DfT	Complaint about criteria and qualifications.	No breach - see findings and recommendations
	DE&S	Complaint about internal recruitment process.	Closed
	BEIS	Complaint about delay in receiving feedback.	Closed
	HMRC	Internal campaign.	Out of scope
	DfT	Complaint about criteria and conflicts of interest.	No breach - see findings and recommendations

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JANUARY 2017	HO	Complaint about vetting.	Out of scope
	Children's commissioner	Complaint about agency workers.	Out of scope
	DfID	Complaint about administration of several campaigns.	Closed – referred back to Department
	HMRC	Complaint about administration error.	Out of scope
	CSR	Complaint about fast stream test.	Closed – referred back to Department
DECEMBER 2016	DWP	Complaint about stage 3 campaign.	Closed – referred back to Department
	HO	Complaint about IT error on CSR system - now resolved.	Closed
	HMRC	Complaint about qualification.	Closed – referred back to Department
	DFT	Complaint about interview scores.	Closed – referred back to Department
	CCS	Complaint about interview outcome.	Closed – referred back to Department
NOVEMBER 2016	MOD	Complaint about stage 3 and 4 campaign.	Closed – referred back to Department
	DWP	Complaint about timeframe of campaign.	Closed – referred back to Department
	HMRC	Complaint about stage 3 campaign.	Out of scope
	Not specified	Generic complaint about CS competency framework.	Out of scope
	CSR	Complaint about Fast stream internal competition.	Out of Scope
	HMRC	Complaint about testing within Civil Service.	Closed
	GCF	Relating to terms and conditions.	Out of Scope
	VOA	Complaint regarding Fair and Open competition	Closed – referred back to Department
	HSE	Complaint regarding eligibility criteria.	Closed – referred back to Department

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OCTOBER 2016	HMRC	Complaint regarding T&Cs and probationary period for civil servants.	Closed – out of scope
	HMRC	Complaint regarding eligibility criteria.	Closed – referred back to Department
	VOA	Complaint regarding Fair and Open competition.	Closed – referred back to Department
	HSE	Complaint regarding eligibility criteria.	Closed – referred back to Department

	HMRC	Complaint regarding T&Cs and probationary period for civil servants.	Closed – out of scope
	HMRC	Complaint regarding eligibility criteria.	Closed – referred back to Department
	NOMS	Complaint regarding eligibility criteria.	Closed – out of scope
	HMRC	Complaint regarding eligibility criteria.	Closed – referred back to Department
	NOMS	Complaint about Reasonable Adjustments.	Closed – referred back to Department
	DFE	Complaint about unfair application process.	Closed – referred back to Department
	HMRC	Complaint regarding fair competition.	Closed – referred back to Department
	ONS	Complaint withdrawn.	Breaches found
SEPTEMBER 2016	ORR	Complaint relating to process and lack of feedback offered.	Closed – referred back to Department
	HMRC	Complaint about scoring at interview.	No breach - see findings and recommendations
	APHA	Complaint regarding selection criteria used at sift and interview.	Closed – out of scope
	GORS	Complaint about adjudication of qualifications required for a role and sift scores.	No breach - see findings and recommendations

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	DBS - OOS	Complaint regarding nongovernment department or NDPB.	Closed – out of scope
	HMRC	Complaint regarding timings of recruitment process.	Closed – referred back to Department
	DWP	Complaint about interview scores.	Closed – referred back to Department
AUGUST 2016	HMRC	Complaint about qualifications required for a role.	No breach - see findings and recommendations

	MOD	Complaint regarding pay and conditions.	Closed – out of scope
JULY 2016	PHE	Complaint regarding request for feedback.	Closed – referred back to Department
	RPA	Complaint regarding interview process and competencies.	Closed – referred back to Department
	HMRC	Complaint about qualifications and requirements.	Closed – referred back to Department
	CPS	Complaint about panel membership.	Closed - no breaches found
JUNE 2016	MOD	Complaint regarding pay and conditions.	Closed – out of scope
	HMRC	Complaint about interview process.	No Breach – See Findings and Recommendations
	HMRC	Complaint about fairness of the recruitment process.	No Breach – See Findings and Recommendations
	NOMS	Complaint about application process and communications.	Closed – referred back to Department
	HMRC	Complaint about interview scores and process.	Closed – referred back to Department
	DWP	Complaint about interview scores and process.	Closed – referred back to Department

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	National Offender Management Service	Complaint that advertisement stated all working patterns were available when this was not the case.	Breach found – see Findings and Recommendations
	Competitions & Markets Authority	Complaint about the operation of GIS scheme, recording of candidate assessment and a conflict of interest.	Breach found – see Findings and Recommendations
MAY 2016	HMRC	Complaint about fairness of the recruitment process.	Breach found – see Findings and Recommendations
	National Offender Management Service	Complaint about a perceived conflict of interest.	Breach found – see Findings and Recommendations
	NOMS	Complaint about advertisement stating all working patterns were available when this was not the case.	Closed - breach found
APRIL 2016	DFT	Complaint about application process.	Closed – referred back to Department
	NCA	Complaint about vetting process.	Closed – out of scope