

Recruitment Complaints 2017-18

MONTH CONCLUDED	DEPARTMENT	SUMMARY	OUTCOME
March 2018	MOD / DE&S	Complaint about application process	Breach found – see Findings and Recommendations
	BEIS	Complaint about contract workers	Closed – Out of scope
	Name of department not provided	Complaint about HR Issue	Closed – Out of scope
	Companies House	Complaint about internal vacancies	Closed – Out of scope
	DfE	Complaint about travel expenses	Closed – Out of scope
	DfE	Complaint about the application process	Closed – referred back to Department
	DfE	Complaint about recruitment process	Closed – referred back to Department
	FSA	Complaint regarding Fair and Open competition	Closed – referred back to Department
	Defra	Complaint about discrimination	Closed – Out of scope
	MoD	Complaint about HR Issue	Closed – Out of scope
	BEIS	Complaint regarding Fair and Open competition	Closed – referred back to Department
	DWP	Complaint regarding Fair and Open competition	Closed – Out of scope
	DWP	Complaint regarding Fair and Open competition	Closed – referred back to Department
	HMRC	Complaint about security vetting	Closed – Out of scope

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	Name of department not provided	Complaint about Sift results	Closed – referred back to Department
February 2018	SG	Complaint regarding Fair and Open competition	Closed – Out of scope
	WG	Complaint regarding Fair and Open competition	Closed – referred back to Department
	DWP	Complaint about GIS	Closed – referred back to Department
	DE&S	Complaint regarding Fair and Open competition	Closed – Out of scope
	DWP	Complaint about Fair and Open competition	Closed – referred back to Department
	DWP	Complaint about customer service	Closed – Out of scope
	HO	Complaint about reserve list	Closed – referred back to Department
	MoJ	Complaint about Fair and Open competition and GIS	Closed – referred back to Department
	MoJ	Complaint about internal vacancy	Out of Scope
	CO	Complaint about the Early Diversity Internship Programme	Closed – referred back to Department
	DWP	Complaint about GIS	Closed – referred back to Department
	DE&S	Complaint about Department selection process	Closed – referred back to Department
	Crown Office and Procurator Fiscal Service	Complaint about interview process	No breach – see findings and recommendations

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January 2018

DWP	Complaint about security vetting	Out of Scope
DE&S	Complaint regarding Fair and Open competition	Closed – referred back to Department
HMPS	Complaint about Sift results	Complaint being considered
Government Project Delivery Profession	Complaint about the application process	Closed – referred back to Department
GDS	Complaint about Department selection process	Closed – referred back to Department
HO	Complaint about sift results	Closed – referred back to Department
Name of department not provided	Complaint about process	Out of Scope
DWP	Complaint about HR process	Out of Scope
Name of department not provided	Complaint about online tests	Out of Scope
Name of department not provided	Complaint about online tests	Out of Scope
DWP	Complaint about online test results	Closed – referred back to Department
ESTYN	Complaint about interview results	Out of Scope
DWP	Complaint about online test results	Closed – referred back to Department
DWP	Complaint about part time working	Closed – referred back to Department
DIT	Complaint about application process	Out of Scope

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	HMCTS	Complaint regarding Fair and Open competition	Closed – referred back to Department
	DfT	Complaint regarding Fair and Open competition	No breach – see Findings and Recommendations
	HMRC	Complaint about application process	Out of Scope
	DWP	Complaint about Sift results	Closed – referred back to Department
	CPS	Complaint about GIS	Closed – referred back to Department
December 2017	MoJ	Complaint about HR process	Closed – referred back to Department
	DH	Department application process	Out of Scope
	HMRC	Complaint about HR decision	Out of Scope
	DfE	Complaint about GIS	Closed – referred back to Department
	MoJ	Sift results and request for feedback	Out of Scope
	DExUE	Complaint regarding Fair and Open competition	Out of Scope
	MOD	Complaint about HR issue	Out of Scope
	HO	Complaint about security vetting	Out of Scope
	MHRA	Complaint about conflict of Interest	Breach found
	HO	Complaint regarding Fair and Open competition	Closed – referred back to Department
		Name of department not provided	Complaint about security vetting

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November 2017

HO	Complaint about security vetting	Out of Scope
HO	Complaint regarding Fair and Open competition	Closed – referred back to Department
CO	Complaint about the Fast Stream application process	Closed – referred back to Department
MOD	Complaint about security vetting	Out of Scope
BEIS	Complaint about HR issue	Closed – referred back to Department
HMT	Complaint about Sift results	No breach – see Findings and Recommendations
CPS	Complaint about Sift results	Closed – referred back to Department
MoJ	Complaint about application process	Closed – referred back to Department
DWP	Complaint about security vetting	Out of Scope
DWP	Complaint about use of Reserve list	Closed – breach found
CO	Complaint about HR issue	Out of Scope
DfT	Complaint regarding Fair and Open competition	Out of Scope
HO	Complaint about HR issue	Out of Scope
CSJobs	Application process	Closed – referred back to Department
MoJ	Complaint about interview results	Closed – referred back to Department

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OCTOBER 2017

Name of department not provided	Complaint about interview results	Out of Scope
Fast Stream	Complaint about HR issue	Out of Scope
HO	Complaint about HR issue	Out of Scope
DWP	Complaint about HR issue	Out of Scope
DCMS	Complaint regarding Fair and Open competition	Closed – referred back to Department
HMRC	Complaint regarding Fair and Open competition	Closed – referred back to Department
CSR	Complaint about HR issue	Out of Scope
RPA	Complaint about HR issue	Out of Scope
HO	Complaint about HR issue	Out of Scope
UKVI	Complaint about HR issue	Out of Scope
HMPPS	Complaint regarding Fair and Open competition	Closed – referred back to Department
DWP	Complaint about HR issue	Out of Scope
HMLR	Complaint about HR issue	Out of Scope
DFID	Complaint regarding Fair and Open competition	No breach – see Findings and Recommendations
DFT	Complaint regarding Fair and Open competition	Closed – referred back to Department
DFT	Complaint regarding Fair and Open competition	Closed – referred back to Department
DWP	Complaint regarding	Closed – referred back to

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SEPTEMBER 2017

	Fair and Open competition	Department
HSE	Complaint regarding Fair and Open competition	Closed – referred back to Department
CSR	Complaint regarding Fair and Open competition	Closed – referred back to Department
DWP	Complaint regarding Fair and Open competition	Closed – referred back to Department
NOMS	Complaint regarding Fair and Open competition	Closed – referred back to Department
CSR	Complaint about HR issue	Out of Scope
MoJ	Complaint regarding Fair and Open competition	Closed – referred back to Department
CO	Complaint regarding Fair and Open competition	Closed – referred back to Department
HMRC	Complaint regarding Fair and Open competition	Closed – referred back to Department
DfE	Complaint regarding Fair and Open competition	Closed – referred back to Department
DWP	Complaint about HR issue	Out of Scope
NOMS	Complaint about HR issue	Out of Scope
HMRC	Complaint regarding Fair and Open competition	Closed – referred back to Department
APHA	Complaint regarding Fair and Open competition	Out of Scope
HMCTS	Complaint regarding Fair and Open competition	Closed – referred back to Department

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	CSR	Complaint regarding Fair and Open competition	Closed – referred back to Department
	HMRC	Complaint regarding Fair and Open competition	Closed – referred back to Department
	HMPPS	Complaint regarding Fair and Open competition	Closed – referred back to Department
AUGUST 2017	CSR	Complaint regarding Fair and Open competition	Out of Scope
	CSR	Complaint regarding Fair and Open competition	No breach – see Findings and Recommendations
	COPFS	Complaint regarding Fair and Open competition	Closed – referred back to Department
	HO	Complaint regarding Fair and Open competition	Closed – referred back to Department
	FSA	Complaint regarding Fair and Open competition	Closed – referred back to Department
	DWP	Complaint regarding Fair and Open competition	Out of Scope
	HSE	Complaint regarding Fair and Open competition	Out of Scope
	CO	Complaint regarding Fair and Open competition	Out of Scope
	AGO	Complaint regarding Fair and Open competition	Closed – referred back to Department
	HMRC	Complaint regarding Fair and Open competition	No breach – see Findings and Recommendations
	GLD	Complaint regarding Fair and Open competition	Out of Scope

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JULY 2017	CO	Complaint regarding Fair and Open competition	No breach – see Findings and Recommendations
	DWP	Complaint about HR issue	Out of Scope
	DWP	Complaint regarding Fair and Open competition	Breach found – see Findings and Recommendations
	DfT	Complaint regarding Fair and Open competition	Closed – referred back to Department
	SSCL	Complaint about HR issue	Out of Scope
	NOMs	Complaint about HR issue	Out of Scope
	MoD	Complaint regarding Fair and Open competition	Out of Scope
	DfE	Complaint regarding Fair and Open competition	Closed – referred back to Department
	UKVI	Complaint about outcome of sift	Closed – referred back to Department
	DFE	Complaint about HR issue	Closed – referred back to Department
	MOD	Complaint regarding Fair and Open competition	Closed – referred back to Department
	NOMS	Complaint about HR issue	Closed – referred back to Department
	SSCL	Complaint about HR issue	Closed – referred back to Department
	CO	Complaint about outcome of sift	Closed – referred back to Department
	DWP	Complaint about outcome of sift	Closed – referred back to Department

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	DWP	Complaint about HR issue	Closed – referred back to Department
	GDS	Complaint about sift results	Breach found - see Findings and Recommendations
	HSE	Complaint about application process	Closed – referred back to Department
JUNE 2017	UKVI	Complaint about interview process	Closed – referred back to Department
	UKVI	Complaint about interview process	Closed – referred back to Department
	DfE	Complaint about HR issue	Out of Scope
	PHE	Complaint about HR issue	Out of Scope
	BEIS	Complaint about GIS	Closed – referred back to Department
	DWP	Complaint about GIS	Closed – referred back to Department
	MoJ	Complaint about HR issue	Out of Scope

JUNE 2017	HMPS	Complaint about interview results	Closed – referred back to Department
	HMRC	Complaint about interview process	Closed – referred back to Department
	Land Register	Complaint regarding Fair and Open competition	Closed – referred back to Department

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	DWP	Complaint about interview results	Closed – referred back to Department
	HMRC	Complaint about HR issue	Out of scope
	DfT	Complaint about sift results	Closed – referred back to Department
	VOA	Complaint about essential requirements	Closed – referred back to Department
	HMT	Complaint about outcome of interview	Closed – referred back to Department
	DE&S	Complaint about interview process	No breach - see findings and recommendations
MAY 2017	CPS	Complaint about interview process	Closed – referred back to Department
	GDS	Complaint about recruitment process	Closed – referred back to Department
	DWP	Complaint about GIS and reasonable adjustments	Out of Scope
	CSR	Complaint about online tests	Closed – referred back to Department
	DWP	Complaint about reserve list	Out of scope
	Not specified	Complaint about GIS	Closed – referred back to Department
	Borders Force	Complaint about sift results	Closed – referred back to Department
	HMRC	Complaint about outcome of interview	Closed – referred back to Department

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APRIL 2017	VOA	Complaint about sift results	No breach - see findings and recommendations
	NCA	Complaint about NCA's complaints process	Closed – referred back to Department
	VOA	Complaint about sift results	Closed – referred back to Department
	MCA	Complaint about sift results	Closed – referred back to Department
	ONS	Complaint about sift results	Closed – referred back to Department
	MoJ	Complaint about security vetting	Out of Scope
	Office of the Public Guardian	Complaint about stage 2 campaign	Out of Scope
	GDS	Complaint about Recruitment process	Closed – referred back to Department
	DWP	Complaint about sift results	Closed – referred back to Department
	DWP	Complaint about sift results	Closed – referred back to Department
	RoS	Complaint about interview process	Breach found - see Findings and Recommendations
	HMRC	Complaint about interview pre-employment checks	Closed – referred back to Department
	DfT	Complaint about sift results	Closed – referred back to Department
	MoJ	Complaint about Recruitment process	Closed – referred back to Department
	HO	Complaint about interview process	Closed – referred back to Department

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	CSHR	Complaint about Fast Stream Recruitment process	Closed – referred back to Department
	MoJ	Complaint about online tests	Closed – referred back to Department
	DH	Complaint about HR issue	Out of Scope