

Recruitment Complaints 2015-16

Month Concluded	Department	Summary	Outcome
March 2016	Health and Safety Laboratories	Complaint about use of GIS scheme and reasonable adjustments	No breach found - See Findings and Recommendations
February 2016	Government Legal Department	Complaint about scoring and competencies	Breach found - see Findings and Recommendations
	HM Courts & Tribunals Service	Complaint about recruitment process for a position that was subsequently withdrawn	Breach found - See Findings and Recommendations
	Cabinet Office	Complaint about criteria used to evaluate application and operation of the Guaranteed Interview Scheme	No breach found: See Findings and Recommendations
January 2016	Department for Work and Pensions	Complaint about Interview process	No breach found – See Findings and Recommendations
	Her Majesty's Revenue and Customs	Complaint about delays in the receipt of test results	Complaint not yet raised within Department – referred back to Department
	Government Digital Service	Complaint about application documentation requirements and scoring	No breach found – See Findings and Recommendations
December 2015	Foreign and Commonwealth Office	Complaint about unclear deadline for applications	Complaint not yet raised within Department – referred back to Department
	Home Office	Complaint about scoring and competencies	Out of scope – internal recruitment exercise

	National Offender Management Service	Complaint about lack of feedback	Out of scope – internal recruitment exercise
November 2015	Insolvency Service	Complaint about advice given regarding applying for vacancies	Breach found – See Findings and Recommendations
November 2015	Ministry of Defence	Concerns about transfer under TUPE	Out of scope – not within remit
November 2015	National Offender Management Service	Complaint about Time taken for Department to decide whether complainant could apply for job	Referred back to department
October 2015	National Offender Management Service	Complaint about feedback	Out of scope – internal recruitment exercise
October 2015	Her Majesty's Revenue and Customs	Complaint that application was unsuccessful	Complaint not yet raised within Department – referred back to Department
October 2015	Government Digital Service	Complaint about feedback	Complaint not yet raised within Department – referred back to Department
October 2015	National Offender Management Service	Complaint about terms and conditions of reinstatement	Out of scope
September 2015	Department for Work and Pensions	Complaint about inability to be reinstated	Out of scope
September 2015	Department for Energy and Climate Change	Complaint about application process	Complaint not yet raised within Department – referred back to Department
September 2015	Department for Work and Pensions	Complaint regarding the salary awarded to a successful candidate.	No breach found – salary was in advertised range
September 2015	Land Registry	Complaint about not receiving interview under Guaranteed Interview Scheme	Matter resolved – Department agreed to grant complainant interview

July 2015	Her Majesty's Revenue and Customs	Complaint about sifting criteria	No breach found - Findings and Recommendations not published at request of the complainant.
July 2015	Home Office	Complaint about application process	Complaint not yet raised within Department – referred back to Department
July 2015	Ministry Of Defence	Complaint made regarding the recruitment process and qualifying criteria	Breach found – see Findings and Recommendations
June 2015	Cabinet Office	Complaint relating to short listing process	Complaint not yet raised within Department – referred back to Department
June 2015	Ministry of Defence	Complaint about volume exercise	See Findings and Recommendations
June 2015	Fast Stream Recruitment	Complaint over removal from competition	See Findings and Recommendations
June 2015	Department for Work and Pensions	Complaint about short timeframe	See Findings and Recommendations
May 2015	Ministry of Justice	Complaint over sifting process	See Findings and Recommendations
April 2015	Her Majesty's Revenue and Customs	Complaint over test centre process	See Findings and Recommendations
April 2015	Home Office	Complaint over interview process	Complaint not yet raised within Department
April 2015	Ministry of Justice	Complaint over sift process	Complaint not yet raised within Department – referred back to Department
April 2015	Foreign and Commonwealth Office	Complaint over difficulty applying for role	Complaint not yet raised within Department – referred back to Department