

MONTH CONCLUDED	DEPARTMENT	SUMMARY	OUTCOME
OCTOBER 2018	DWP	Complaint about outcome of application	Closed – Referred back to Department
	HMRC	Complaint about outcome of application	Closed – Referred back to Department
	HO	Complaint about outcome of application	Closed – Referred back to Department
	HMRC	Complaint about being turned away at interview for having the incorrect forms of ID	Breach found
	ACAS	Complaint about departmental restructure	Out of scope of Recruitment Principles
	DWP	Complaint about outcome of application	Closed – Referred back to Department
	Insolvency Service	Complaint about recruitment campaign	Closed – Referred back to Department
	MOD	Complaint about online aptitude tests	Out of scope of Recruitment Principles
	DWP	Complaint about recruitment campaign	Closed – Referred back to Department
	HMPPS	Complaint about recruitment campaign	Closed – Referred back to Department
	HMRC	Complaint about online aptitude tests	Closed – Referred back to Department
	CO	Complaint about the interview process and interviewer arriving late	Out of scope of Recruitment Principles
	HO	Complaint about lack of feedback	Closed – Referred back to Department
	GCO	Complaint about online aptitude tests	Closed – Referred back to Department

OCTOBER 2018	MOJ	Complaint about numerous recruitment campaigns	Closed – Referred back to Department
	DWP	Complaint about recruitment campaign	Closed – Referred back to Department
SEPTEMBER 2018	OFGEM	Complaint about recruitment campaign	Referred back to Department for investigation
	DWP	Complaint about the outcome of application	Closed – Referred back to Department
	HMRC	Complaint about online aptitude tests	Closed – Referred back to Department
	Fast Stream	Complaint about the length of time taken to inform candidate of result	Closed – Referred back to Department
	DfT	Complaint about outcome of application	Closed – Referred back to Department
	MOJ	Complaint about material change to advertised position	Breach found
	DWP	Complaint about outcome of application	Closed – Referred back to Department
	DfID	Complaint about lack of feedback	Closed – Referred back to Department
	HO	Complaint about outcome of recruitment campaign	Closed – Referred back to Department
	Scottish Government	Complaint about recruitment practices	Anonymous complaint, no information provided
	Department not specified	Complaint about the use of the Guaranteed Interview Scheme	Closed – Referred back to Department
	DWP	Complaint about the use of the Guaranteed Interview Scheme	Closed – Referred back to Department
	HMRC	Complaint about vetting	Closed – Referred back to Department

SEPTEMBER 2018	DVSA	Complaint about the use of a reserve list	Closed – Referred back to Department
	HO	Complaint about outcome of application	Closed – Referred back to Department
	CO	Complaint about outcome of interview	Closed – Referred back to Department
	DIT	Complaint about the length of time taken to inform candidate of result	Closed – Referred back to Department
	HMRC	Complaint about recruitment campaign	Closed – Referred back to Department
	HO	Complaint about recruitment campaign	Out of scope of Recruitment Principles
	HMPPS	Complaint about the outcome of two recruitment campaigns	Closed – Referred back to Department
	DWP	Complaint about outcome of interview and request for feedback	Closed – Referred back to Department
	DWP	Complaint about vetting	Out of scope of Recruitment Principles
AUGUST 2018	VOA	Complaint about outcome of interview and request for feedback	Closed – Referred back to Department
	HMRC	Complaint about being offered part time role	Closed – Referred back to Department
	DE&S	Complaint about salary	Out of scope of Recruitment Principles
	DfE	Complaint about scores at sift	No breach found
	DEFRA	Complaint about online aptitude tests	Closed – Referred back to Department

AUGUST 2018	Department not specified	Complaint about recruitment into the civil service of Northern Ireland	Out of scope of Recruitment Principles
	HO	Complaint about vetting	Out of scope of Recruitment Principles
	MOJ	Complaint that applicants were sifted against criterion not advertised	Campaign paused and Departmental investigation launched.
	MOJ	Requested feedback from job interview	Referred back to Department for investigation
	BEIS	Complaint about recruitment interview and expenses for travel	Closed – Referred back to Department
JULY 2018	HO	Complaint about essential criteria	Closed – Referred back to department
	TRA (DiT)	Complaint about interview process	Closed – Referred back to department
	DfE	Complaint about pre-employment checks	Closed – Referred back to department
	MOJ	Complaint about pre-employment checks	Closed – Referred back to department
	Department not specified	Complaint about interview process	Closed – Referred back to department
	Department not specified	Complaint about sift results	Closed – Referred back to department
	HMRC	Complaint about pre-employment checks	Closed – Referred back to department
	MCA	Complaint about outcome of application	Closed – Referred back to department
	DE&S	Complaint about job role offered	Complaint being considered
	HO	Complaint about process of campaign	Closed – Referred back to department

JULY 2018	MoJ	Complaint about process of campaign	Closed – Referred back to department
	CMA	Complaint about the fair and open aspect of a campaign	Closed – Referred back to department
	DWP	Complaint about pre-employment checks	Closed – Referred back to department
	HO	Complaint about essential criteria advertised	Complaint being considered
	HO	Complaint about security vetting	Breach found.
JUNE 2018	HMRC	Complaint about online aptitude tests	Out of Scope
	NCA	Complaint about HR Issue	Out of Scope
	NCA	Complaint about application process and GIS	Closed – referred back to Department
	HO	Complaint about security vetting	Out of Scope
	DWP	Complaint about Sift results	Closed – referred back to Department
	NCA	Complaint about essential criteria	Closed – referred back to Department
	College of Policing	Complaint about NDPB	Out of Scope
	HMPPS	Complaint about recruitment process	Closed – referred back to Department
	DWP	Complaint about reserve list	Closed – referred back to Department
	NOMS/HMPPS	Complaint about reserve list	Closed – referred back to Department
	DWP	Complaint about Sift results	Closed – referred back to Department
	DWP	Complaint about HR Issue	Out of Scope

JUNE 2018	Natural England	Complaint about NDPB	Out of Scope
	MoJ	Complaint about Sift results	Closed – referred back to Department
	HO	Complaint about eligibility criteria	Closed – referred back to Department
	HO	Complaint about security vetting	Out of Scope
	DWP	Complaint about Sift results	Closed – referred back to Department
	HO	Complaint about HR Issue	Closed – referred back to Department
	MoJ	Complaint regarding Fair and Open competition	Closed – referred back to Department
	No department given	Complaint regarding Fair and Open competition	Closed – referred back to Department
MAY 2018	Defra	Complaint regarding Fair and Open competition	Closed – referred back to Department
	DWP	Complaint about the application process	Closed – referred back to Department
	Charities Commission	Complaint regarding Fair and Open competition	Closed – referred back to Department
	UKVI	Complaint regarding Fair and Open competition	Closed – referred back to Department
	MoJ	Complaint regarding Fair and Open competition	Closed – referred back to Department
	CO	Complaint about HR Issue	Closed – referred back to Department

MAY 2018	No department given	Complaint about HR Issue	Closed – referred back to Department
	MoJ	Complaint about Sift results	Closed – referred back to Department
	Forestry Commission	Complaint regarding Fair and Open competition	Closed – referred back to Department
	British Council	Complaint about HR Issue	Closed – referred back to Department
	Social Security Scotland	Complaint about Sift results	Closed – referred back to Department
	RPA	Complaint about HR Issue	Closed – referred back to Department
	No department given	Complaint regarding Fair and Open competition	Out of Scope
	DWP	Complaint about Sift results	Closed – referred back to Department
	Scottish Government	Complaint regarding Fair and Open competition	Closed – referred back to Department
	HMRC	Complaint about HR Issue	Closed – referred back to Department
	HMRC	Complaint about HR Issue	Closed – referred back to Department
	HMRC	Complaint about Sift results	Closed – referred back to Department
APRIL 2018	HO	Complaint regarding Fair and Open competition	Closed – referred back to Department
	BEIS	Complaint about HR Issue	Closed – Out of scope

APRIL 2018	HMRC	Complaint about Sift results	Closed – referred back to Department
	HMRC	Complaint about Sift results	Closed – referred back to Department
	MHCLG	Complaint about Sift results	Closed – referred back to Department
	HMRC	Complaint about Sift results	Closed – referred back to Department
	HMRC	Complaint about Sift results	Closed – referred back to Department
	Name of department not provided	Complaint about HR Issue	Closed – Out of scope
	Name of department not provided	Complaint about Sift results	Closed – referred back to Department
	NOMs	Complaint about Sift results	Closed – referred back to Department
	HMRC	Complaint about Sift results	Closed – referred back to Department
	HMRC	Complaint about Sift results	Closed – referred back to Department
	Social Security Scotland	Complaint about Sift results	Closed – referred back to Department
	Insolvency Service	Complaint about Sift results	Closed – referred back to Department
	MoJ	Complaint about Sift results	Closed – referred back to Department
	DWP	Complaint about Sift results	Closed – referred back to Department
	HMRC	Complaint about test results	Closed – referred back to Department

APRIL 2018	DBS	Complaint about application process	Closed – Out of scope
	Scottish Government	Complaint about HR Issue	Closed – Out of scope
	BEIS	Complaint about HR Issue	Closed – Out of scope
	MHCLG	Complaint regarding Fair and Open competition	Closed – referred back to Department
	HMRC	Complaint regarding Fair and Open competition	Closed – referred back to Department
	DE&S	Complaint regarding Fair and Open competition	Closed – referred back to Department
	British Council	Complaint regarding Fair and Open competition	Closed – Out of scope
	Forestry Commission	Complaint about Sift results	Closed – referred back to Department
	DfE	Complaint about Sift results	Closed – referred back to Department
	DE&S	Complaint regarding Fair and Open competition	Closed – referred back to Department
	Name of department not provided	Complaint regarding Fair and Open competition	Closed – Out of scope
	HMRC	Complaint about Sift results	Closed – referred back to Department
	HMRC	Complaint about Sift results	Closed – referred back to Department
	HO	Complaint about HR Issue	Closed – Out of scope
	RPA	Complaint about HR Issue	Closed – Out of scope

APRIL 2018	IPA	Complaint regarding Fair and Open competition	Closed – Out of scope
	HMRC	Complaint about application process	Closed – referred back to Department
	HO	Complaint about application process	Closed – referred back to Department
	GDS	Complaint about internal vacancies	Closed – Out of scope
	MOD / DE&S	Complaint about application process	Breach found – see Findings and Recommendations - 686