

Recruitment Complaints

2014-15

Month Concluded	Department	Summary	Outcome
March 2015	Valuation Office Agency	Campaign withdrawn after applications submitted, internal candidate appointed	Complainant informed that department's are able to cancel competitions. No breach of Recruitment Principles.
	Her Majesty's Revenue and Customs	Disabled candidates not accommodated	Complaint not yet raised within Department – referred back to Department
	Department for Environment, Food and Rural Affairs	Complaint over use of competencies	Complaint not yet raised within Department – referred back to Department
	Civil Service Resourcing	Complaint over time allowed for online assessment	Complaint not yet raised within Department – referred back to Department
	Home Office	Complaint relating to terms and conditions of employment	Complaint not yet raised within Department – referred back to Department
	Not named	Complaint relating to time allowed in online assessment	Complaint not yet raised within Department – referred back to Department
February 2015	Department for Transport	Complaint over use of reserve list	Investigated – Information sought from department. No

			breach found
January 2015	Department for Work and Pensions	No progress following offer of job	Complaint not yet raised within Department – referred back to Department
	Ministry of Defence	Complaint over assessment of applications	Breach found – see decision notice
	Valuation Office Agency	Complaint over weight placed on academic qualification over experience	Departments are entitled to specify an academic qualification as essential. No breach found
December 2014	Department for Transport	Complaint about geographical location of posting	Complaint not yet raised within Department – referred back to Department
November 2014	Department for Transport	Complaint over assessment test results	Investigated – Information sought from department. No breach found
	Ministry of Justice	Unfair interview Process	Investigated – Information sought from department. No breach found
	Ministry of Justice	Complaint about sift result	Complaint not yet raised within Department – referred back to Department
	Department for Transport	Candidate failed pre-employment checks	Investigated - Information sought from department. No breach found
October 2014	Cabinet Office	Candidate unhappy with sift result	Complaint not yet raised within Department – referred back to Department
	Home Office	Complaint about terms of contract	Outside remit – contract worker

	Department for Health	Complaint about withdrawal of job offer	Complaint not yet raised within Department – referred back to Department
September 2014	Home Office	Candidate unhappy with absence of offer letter giving conditions of employment	Outside remit – referred back to Department
	Home Office	Candidate unhappy with geographical location of posting	Outside remit – referred back to Department
	Her Majesty's Revenue and Customs	Complaint about internal recruitment	Outside remit – referred back to Department
	Home Office	Unhappy about sift process	Matter resolved within Department
	Department not named	Complaint relating to harassment	Complaint not yet raised within Department – referred back to Department
August 2014	Ministry of Justice	Disabled applicant not properly assessed	Complaint not yet raised within Department – referred back to Department
	Ministry of Defence	Candidate unhappy with marking of sift	Complaint not yet raised within Department – referred back to Department
	Government Legal Service	Disabled applicant not properly assessed	Complaint not yet raised within Department – referred back to Department
	Home Office	Complaint about interview booking	Complainant referred back to Department as already under investigation
	Department for Transport	Complaint about recruitment process	Complaint not yet raised within Department –

			referred back to Department
July 2014	Ministry of Defence	Complaint about conduct of internal competition	Outside Remit - referred back to Department
	Parliamentary and Health Service Ombudsman	Restructuring and appointment of staff	Outside Remit - referred back to Department
	Ministry of Defence	Complaint relating to sift feedback	Investigated – Information sought from department. No breach found.
	Health and Safety Executive	Complaint relating to interview	Investigated – breach found in relation to interview covering competencies not mentioned in advertisement
June 2014	Her Majesty's Revenue and Customs	Complaint relating to sift	Complaint not yet raised within Department – referred back to Department
May 2014	Department of Business Innovation and Skills	Department failing to respond to complaint	Commission requested departmental investigation
April 2014	Her Majesty's Revenue and Customs	Interpretation of Guaranteed Interview Scheme	Outside Remit
	Ministry of Defence	Complaint about application of nationality and visa requirements	Outside Remit