

Outcome of Recruitment Complaints 2021-2022

Month	Department	Summary	Outcome
April 2021	Ministry of Defence	Recruitment to graduate programme	Referred back to Department
	Department for Business, Energy & Industrial Strategy	Scoring and conduct of panel members	Closed - no breach found
	Home Office	Internal campaign	Out of Scope
	HM Treasury	Application of Disability Confident Scheme	Out of Scope
	Department for Environment, Food & Rural Affairs	Nature of responsibilities listed in advertisement	Out of Scope
	Department for Environment, Food & Rural Affairs	Scoring	Referred back to Department
	Department for Work and Pensions	Application rejected for plagiarism	Referred back to Department
	Ministry of Justice	Essential and equivalent qualifications	Out of Scope
	HM Revenue & Customs	Advertised process	Out of Scope
	Department for Work and Pensions	Fairness of various campaigns	Referred back to Department
	Ministry of Defence	Scoring and discrimination	Referred back to Department
May 2021	Department for Work and Pensions	Withdrawn offer of employment	Referred back to Department
	HM Land Registry	Conflict of interest	Referred back to Department
	Competition and Markets Authority	Conflict of interest and prior knowledge of candidate	Closed - no breach found
	Ministry of Justice	Appointment of candidate and advertised essential qualification	Referred back to Department
	Ministry of Defence	Conflict of interest	Closed - no breach found
	Home Office	Lack of acknowledgement following receipt of applications	Referred back to Department
	Ministry of Justice	Feedback and scoring	Out of Scope
	HM Revenue & Customs	Application and technical issues	Referred back to Department
	Foreign, Commonwealth and Development Office	Not invited to interview	Referred back to Department
	Home Office	Feedback	Referred back to Department

	Home Office	Fairness of campaign	Closed - no breach found
	HM Revenue & Customs	Feedback	Out of Scope
	Department for Work and Pensions	Situational Judgment Test scoring	Referred back to Department
	Department for Business, Energy & Industrial Strategy	Not invited to interview	Referred back to Department
June 2021	Other	Lack of response from Department	Referred back to Department
	Home Office	Fairness of campaign	Referred back to Department
	Home Office	Application withdrawn and eligibility criteria	Closed - no breach found
	Ministry of Defence	Experience of appointed candidate and assessment criteria	Closed - no breach found
	HM Revenue & Customs	Security vetting	Out of Scope
	Home Office	Withdrawn offer of employment	Out of Scope
	Ministry of Housing, Communities & Local Government	Quality of interview and conduct of panel member	Closed - no breach found
	Other	Recruitment processes	Referred back to Department
	Department for Transport	Lack of guidance provided during campaign	Closed - no breach found
	Department for Transport	Feedback	Closed - no breach found
	Ministry of Defence	Security vetting, discrimination, contract type and nationality requirements	Out of Scope
	Home Office	Security vetting	Out of Scope
	Office for National Statistics	Lack of response from Department	Out of Scope
	Department for Work and Pensions	Application outcome	Out of Scope
Department for Transport	Feedback	Closed - no breach found	
July 2021	Department for Business, Energy & Industrial Strategy	Fairness of campaign	Closed - no breach found
	Ministry of Justice	Application outcome	Out of Scope
	Ministry of Justice	London remuneration allowance and disability discrimination	Out of Scope
	HM Revenue & Customs	Feedback and scoring	Referred back to Department
	Ministry of Justice	Security vetting	Out of Scope
	Ministry of Justice	Multiple unsuccessful applications	Referred back to Department

	HM Revenue & Customs	Technical errors for video interviews	Referred back to Department
	Ministry of Justice	Advertised essential qualifications	Referred back to Department
	Forestry Commission	Scoring and conflict of interest	Referred back to Department
	Home Office	Civil Service Judgement Tests	Closed - no breach found
	Cabinet Office	Interview deadlines	Out of Scope
	Department for Work and Pensions	Nationality eligibility	Out of Scope
	Home Office	Residency requirements	Referred back to Department
	Northern Ireland Office	Withdrawn offer of employment and potential conflict of interest	Referred back to Department
	Department for Work and Pensions	Extenuating circumstances not adequately considered during interview process	Closed - no breach found
	Crown Prosecution Service	Unsuccessful application under Disability Confident Scheme	Referred back to Department
	Food Standards Agency	Unsuccessful application under Disability Confident Scheme	Referred back to Department
	HM Land Registry	Assessed on unadvertised criteria	Breach Found
	Department for Education	Standard of interview and scores given	Breach Found
	Ministry of Defence	Security vetting and use of reserve list	Out of Scope
	Home Office	Departmental working culture and recruitment	Referred back to Department
August 2021	National Crime Agency	No invite to interview and departmental handling of FOI request	Closed - no breach found
	Home Office	Scoring and FOI request	Out of Scope
	Ministry of Defence	Security vetting process	Out of Scope
	Government Legal Department	Assessment not following advertised information	Referred back to Department
	Home Office	Different recruitment processes for different campaigns	Referred back to Department
	Department for Work and Pensions	Withdrawn application for plagiarism	Referred back to Department
	Department for Business, Energy & Industrial Strategy	Reasonable adjustment requests	Referred back to Department
	Department for Work and Pensions	Age discrimination in recruitment process	Closed - no breach found
	Ministry of Justice	Feedback and re-advertisement of vacancy	Out of Scope
	Ministry of Defence	No invite to interview	Closed - no breach found

	Department of Health and Social Care	Unfair recruitment and disability allowances	Poor Practice (monitoring)
	Ministry of Defence	Withdrawn offer of employment	Out of Scope
	Department of Health and Social Care	Feedback, scoring and assessed against unadvertised behaviour	Referred back to Department
	HM Revenue & Customs	Feedback and scoring	Out of Scope
	Department for Work and Pensions	Civil Service Judgement Tests	Referred back to Department
	Home Office	Pre-employment checks	Out of Scope
	Home Office	Pre-employment checks	Out of Scope
September 2021	Department for Work and Pensions	Inconsistent selection process and interview questions sent then changed	Breach Found
	Cabinet Office	Lack of response from Department	Referred back to Department
	Home Office	Technical difficulties during virtual interview	Referred back to Department
	Department for Work and Pensions	Pre-employment checks	Out of Scope
	Cabinet Office	Veterans scheme and minimum criteria	Closed - no breach found
	Other	Feedback	Referred back to Department
	Ministry of Defence	Eligibility criteria and withdrawn offer of employment	Referred back to Department
	Department for Work and Pensions	Rejected application based on application history	Referred back to Department
	Ministry of Defence	Application of reasonable adjustments	Poor Practice (monitoring)
	Department for Work and Pensions	Scoring	Referred back to Department
	Department for Work and Pensions	Pre-employment checks	Out of Scope
	Defence Equipment and Support	Civil Service status of panel chair and feedback	Referred back to Department
	Ministry of Defence	Held at sift without further communication	Referred back to Department
	Ministry of Defence	Remuneration changes	Out of Scope
	Defence Equipment and Support	Published remuneration amended	Referred back to Department
	Cabinet Office	Systemic issues with Civil Service Judgement Tests	Out of Scope
	Department for Transport	Scoring and discrimination	Closed - no breach found
	Home Office	Reasonable adjustment requests	Referred back to Department
	HM Revenue & Customs	Feedback	Out of Scope
	Ministry of Defence	Scoring	Referred back to Department

	Department for Environment, Food & Rural Affairs	Scoring	Out of scope
October 2021	Other	Police officer recruitment	Out of scope
	Home Office	Remuneration	Referred back to Department
	Department for Environment, Food & Rural Affairs	Conduct of point of contact following interview	Referred back to Department
	Other	Age/ethnicity discrimination	Referred back to Department
	Cabinet Office	Merit list appointments from reserve list	Referred back to Department
	Department for International Trade	Pre-employment documentation requirements	Referred back to Department
	Ministry of Justice	Rejected application	Referred back to Department
	Cabinet Office	Conduct of online interview	Referred back to Department
	Home Office	Use of reserve lists	Referred back to Department
	Home Office	Essential qualifications	Out of Scope
	Home Office	Security vetting	Out of Scope
	Department for Work and Pensions	Expiration of reserve list	Out of Scope
	HM Revenue & Customs	Technical issues during assessment	Breach Found
	Ministry of Defence	Disability Confident Scheme questions	Referred back to Department
	HM Revenue & Customs	Scoring	Referred back to Department
	Department for Transport	Questions asked at interview	Referred back to Department
	Ofgem	Role offered at same grade as substantive role, rather than at a higher grade	Referred back to Department
Home Office	Lack of communication after application	Referred back to Department	
November 2021	Home Office	IT difficulties with application	Referred back to Department
	Ministry of Defence	Applying for re-advertised role	Referred back to Department
	Ofgem	Role offered at same grade as substantive role, rather than at a higher grade	Referred back to Department
	Department for Transport	Departmental handling of interview/assessment	Referred back to Department
	Home Office	Unsuccessful application	Referred back to Department
	Department of Health and Social Care	Link for virtual interview not received	Referred back to Department

	Intellectual Property Office	Use of Exception 5	Poor Practice (monitoring)
	Department for Education	Recruitment process at Equality and Human Rights Commission	Referred back to Department
	Home Office	Difficulty accessing interview	Referred back to Department
	Ministry of Defence	Application rejected and nationality requirements	Referred back to Department
	Cabinet Office	Disability Confident Scheme application	Closed - no breach found
	Home Office	Tests and banked scoring for multiple vacancies	Referred back to Department
	Office for National Statistics	Nationality requirements	Out of Scope
	Home Office	Interview link and technical issues with recording	Out of Scope
	Department for Work and Pensions	Conflict of interest	Withdrawn
	Cabinet Office	Not being advised to check emails during assessment process	Out of Scope
	Health and Safety Executive	Equivalent qualifications	Referred back to Department
December 2021	Department for Work and Pensions	Interview booking systems	Poor Practice
	Home Office	Departmental grievance form	Referred back to Department
	Other	Unsuccessful application and deadlines	Referred back to Department
	Department for Work and Pensions	Nationality requirements	Out of Scope
	HM Revenue & Customs	Scoring	Referred back to Department
	Cabinet Office	Pre-employment checks and interview invitation	Out of Scope
	Ministry of Defence	Changed terms of employment	Referred back to Department
	Ministry of Defence	Rejected application despite applying under the Disability Confident Scheme	Referred back to Department
	HM Revenue & Customs	Non-use of reserve list	Out of Scope
	Home Office	Delays in generating contract following across-government move	Out of Scope
	Cabinet Office	Advertised location and role	Out of Scope
January 2022	Department for Transport	Contract types and part time hours	Referred back to Department
	Ministry of Justice	Remuneration	Out of Scope
	Home Office	Security checks	Referred back to Department
	Ministry of Defence	Panel composition and scoring across campaigns	Out of Scope

	HM Revenue & Customs	Applicants providing false qualifications	Referred back to Department
	HM Revenue & Customs	Job description published on CS Jobs	Out of Scope
February 2022	Other	Pre-employment checks	Out of Scope
	National Crime Agency	Interviewed twice due to error on 1st interview	Breach
	Home Office	Application rejected - role filled as contractor	No response from complainant
	Department for Work and Pensions	Applications withdrawn without consent	Referred back to Department
	Department for Transport	Unadvertised assessment criteria and reasonable adjustments	Referred back to Department
	Ofsted	Application rejected because of school rating	Referred back to Department
	Other	Completed interview but advised application withdrawn	Withdrawn
	Government Actuary's Department	Online assessment scores	Out of Scope
	Department for Work and Pensions	Feedback	Referred back to Department
	Ministry of Justice	Removed from reserve list due to pay issues	Out of Scope
	Department for Work and Pensions	Probationary period exclusion from applying for new roles	Out of Scope
	Public Health England	Offer of employment and onboarding process	Out of Scope
	HM Revenue & Customs	Use of reserve list and retesting of application	No Breach (poor practice)
	Home Office	Security checks	Out of Scope
March 2022	HM Revenue & Customs	Nationality requirements and security vetting outcome	Out of Scope
	Department for Work and Pensions	Application withdrawn for plagiarism	Referred back to Department
	Home Office	Reasonable adjustments and disability discrimination in interview	Out of Scope
	Cabinet Office	Fast Stream recruitment process	No Breach
	Home Office	Nationality requirements and security vetting outcome	Out of Scope
	Valuation Office Agency	Reasonable adjustments and disability discrimination in application process	No Breach
	Department for Work and Pensions	Interview preparation link issued to complainant after other candidates	Breach Found
	Department of Health and Social Care	No scores given at sift	Referred back to Department
	Ministry of Defence	Use of reserve list	Referred back to Department

	Department for Transport	Use of reserve list and remarking of an application	No Breach - Poor Practice
	Department for Work and Pensions	Reasonable adjustments and subjective scoring by panel	Out of Scope
	Cabinet Office	Non-diverse panel	Referred back to Department
	Department of Health and Social Care	Technology issues with job application	Referred back to Department
	Department for International Trade	Application scoring	Referred back to Department

***Other - denotes where the department has not been specified within the complaint**