

Outcome of Recruitment Complaints 2024-2025

Month	Department	Topic	Outcome
April 2024	Ministry of Justice	Security and vetting issues after the role was offered and accepted	Out of scope
	Department for Work and Pensions	Interview process (candidate not given time reminders during interview)	Out of scope
	Intellectual Property Office	Technical issue during application process	Out of scope
	Ministry of Justice	Concerns over their scoring	Out of scope
	Health and Safety Executive	Concerns over their scoring	Out of scope
	Ministry of Defence	Concerns over their scoring	Out of scope
	Ministry of Justice	Dissatisfied with feedback and lack of follow up questions in an interview	Out of scope
	HM Revenue & Customs	Interview process (issue with wording of interview presentation title)	Out of scope
	Department for Work and Pensions	Reasonable adjustment	Out of scope
	Intellectual Property Office	Interview process (diversity and equality request)	Out of scope

	Ministry of Justice	Reasonable adjustment	Out of scope
	HM Land Registry	Concerns over their scoring	Out of scope
	Department for Business and Trade	Recruitment campaign (Employment tribunal)	Referred back to department
	Department for Work and Pensions	Concerns with the merit list	Referred back to department
	Department for Work and Pensions	Reasonable adjustment	Referred back to department
	Home Office	Internal recruitment process	Referred back to department
	Department for Work and Pensions	Recruitment campaign (conflicts of interest)	Breach found
	Ministry of Defence	Conflict of interest during interview	No response from complainant
	Ministry of Justice	Concerns with the merit list	No response from complainant
May 2024	Ministry of Justice	Reasonable adjustment	Out of scope
	Home Office	Security and vetting issues after the role was offered and accepted	Out of scope
	Ministry of Justice	Concerns over their scoring	Out of scope
	Government Internal Audit Agency	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Concerns over their scoring	Out of scope

	Government Internal Audit Agency	Security and vetting issues after the role was offered and accepted	Out of scope
	Ministry of Justice	Reasonable adjustment	Out of scope
June 2024	HM Prison & Probation Service	Security and vetting issues after the role was offered and accepted	Out of scope
	Medicines and Healthcare products Regulatory Agency	Dissatisfied with feedback and lack of follow up questions in an interview	Out of scope
	Cabinet Office	Concerns over their scoring	Out of scope
	Home Office	Pre-employment check and security vetting	Out of scope
	HM Revenue & Customs	Pre-employment check and security vetting	Out of scope
	Department for Work and Pensions	Human resources issue	Out of scope
	Department for Transport	Dismissal following HR procedures	Out of scope
	Department for Business and Trade	Internal campaign	Out of scope
	Ministry of Justice	Concerns over their scoring	Out of scope
	Home Office	Concerns over their scoring	Out of scope
	Unspecified	Dissatisfied with outcome at sift	No response from complainant

	HM Revenue & Customs	Technical issue during application process	No Breach found
	Department for Work and Pensions	Reasonable adjustment	Referred back to department
	Ministry of Justice	Concerns over their scoring	No response from complainant
	Government Legal Department	Sifting (application formatting)	No Breach found
	Foreign, Commonwealth and Development Office	Internal campaign	Out of scope
	UK Health Security Agency	Use of reserve list out of merit order	Referred back to department
July 2024	Department for Work and Pensions	Application withdrawn due to suspected plagiarism	Out of scope
	Ministry of Justice	Human resources issues	Out of scope
	Department for Work and Pensions	Concerns over their scoring	Out of scope
	Ministry of Justice	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Bullying and harassment	Out of scope
	Department for Work and Pensions	Technical issue during application process	Out of scope
	Ministry of Defence	Internal campaign	Out of scope
	HM Prison & Probation Service	Security and Vetting issues after the role was offered and accepted	Out of scope

	Ministry of Housing, Communities & Local Government	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	HM Revenue & Customs	Recruitment campaign (unclear assessment process)	Poor practice
	HM Revenue & Customs	Technical issue during application process	No response from complainant
	UK Space Agency	Reasonable adjustment	Referred back to department
	HM Revenue & Customs	Technical issue during application process	No response from complainant
	Advisory, Conciliation and Arbitration Service	Failure to assess advertised assessment criteria and lack of reasonable access to information about the selection process	Breach found
	National Crime Agency	Concerns over their scoring	Out of scope
	HM Revenue & Customs	Concerns over their scoring	Out of scope
	Unspecified	Technical issue during application process	Out of scope
	Ministry of Justice	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Technical issue during application process	Out of scope

August 2024	Health and Safety Executive	Human resources issue	Out of scope
	HM Revenue & Customs	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Technical issue during application process	Out of scope
	Cabinet Office	Pre-employment check and security vetting	Out of scope
	Ministry of Defence	Internship programme	Out of scope
	Department for Work and Pensions	Technical issue during application process	Out of scope
	Ministry of Justice	Human resources issue	Out of scope
	Home Office	Interview process (dissatisfied with criteria chosen by department)	Out of scope
	Home Office	Technical issue during application process	Out of scope
	Department for Education	Exclusionary language	Referred back to department
	Department for Work and Pensions	Technical issue during application process	No response from complainant
	Unspecified	Interview process (was not selected for interview)	No response from complainant
	HM Revenue & Customs	Technical issue during application process	No response from complainant

	HM Revenue & Customs	Technical issue during application process	Referred back to department
	Ministry of Defence	Recruitment campaign (anonymous complainant)	No response from complainant
September 2024	Department for Work and Pensions	Concerns over their scoring	Out of scope
	Unspecified	Pre-employment check and security vetting	Out of scope
	Unspecified	Interview process (not selected)	Out of scope
	Ministry of Justice	Interview process (dissatisfied with criteria)	Out of scope
	Ministry of Justice	Concerns over their scoring	Out of scope
	Home Office	Security and vetting issues after the role was offered and accepted	Out of scope
	Companies House	Dissatisfied with feedback and lack of follow up questions in an interview	Out of scope
	Department for Work and Pensions	Human resources issue	Out of scope
	HM Revenue & Customs	Pre-employment check and security vetting	Out of scope
	HM Revenue & Customs	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Human resources issue	Out of scope

	HM Revenue & Customs	Interview process (alleged unprofessionalism)	Out of scope
	Department for Work and Pensions	Concerns over their scoring	Out of scope
October 2024	HM Revenue & Customs	Pre-employment check and security vetting	Out of scope
	HM Revenue & Customs	Pre-employment check and security vetting	Out of scope
	Unspecified	Human resources issue	Out of scope
	Department for Work and Pensions	Job advert	Out of scope
	Unspecified	Recruitment campaign (non-civil service campaign)	Out of scope
	Department for Work and Pensions	Concerns over their scoring	Out of scope
	UK Export Finance	Interview process (grievance)	Out of scope
	Cabinet Office	Technical issue during application process	Out of scope
	Competition and Markets Authority	Concerns over their scoring	Out of scope
	HM Revenue & Customs	Job advert	Out of scope
	Unspecified	Concerns over their scoring	Out of scope
	HM Revenue & Customs	Concerns over their scoring	Out of scope

	HM Revenue & Customs	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Concerns over their scoring	Out of scope
	HM Revenue & Customs	Concerns over their scoring	Out of scope
	HM Revenue & Customs	Interview process (not selected)	Out of scope
	Department for Transport	Concerns over their scoring	Out of scope
	Department for Transport	Concerns over their scoring	No Breach found
November 2024	Department for Work and Pensions	Application withdrawn due to suspected plagiarism	Out of scope
	HM Revenue & Customs	Lack of reasonable access to information about the selection process	Referred back to department
	Department for Work and Pensions	Technical issue during application process	Out of scope
	Home Office	Pre-employment check and security vetting	Out of scope
	Cabinet Office	Security and Vetting issues after the role was offered and accepted	Out of scope
	National Crime Agency	Concerns over their scoring	Out of scope
	Northern Ireland Office	Human resources issue	Out of scope

	Department of Health and Social Care	Internal campaign	Out of scope
	Ministry of Defence	Pre-employment check and security vetting	Out of scope
	Unspecified	Not offered a role whilst on a reserve list	Out of scope
	Home Office	Not offered a role whilst on a reserve list	Out of scope
	Foreign, Commonwealth and Development Office	Concerns over their scoring	Out of scope
	Home Office	Reasonable adjustment	Out of scope
	Cabinet Office	Interview process (poor communication)	Out of scope
	Home Office	Pre-employment check and security vetting	Out of scope
	Home Office	Recruitment campaign (alleged unprofessionalism)	Out of scope
	Ministry of Justice	Reasonable adjustment	Out of scope
	HM Revenue & Customs	Concerns over their scoring	Out of scope
	Unspecified	Concerns over their scoring	Out of scope
	Defence Equipment and Support	Security and vetting issues after the role was offered and accepted	Out of scope

	HM Revenue & Customs	Nationality requirements	Referred back to department
	Department for Transport	Application withdrawn due to not meeting the eligibility requirements for the role	Out of scope
	Ministry of Justice	Human resources issue	Out of scope
	Ministry of Defence	Interview process (reasonable adjustment)	Out of scope
	Home Office	Not following the advertised assessment criteria	Breach found
December 2024	Unspecified	Concerns over their scoring	Out of scope
	National Crime Agency	Pre-employment check and security vetting	Out of scope
	Driver and Vehicle Standards Agency	Interview process (HR issue)	Out of scope
	Ministry of Justice	Time taken for department to respond	Out of scope
	Ministry of Justice	Concerns over their scoring	Out of scope
	Ministry of Justice	Technical issue during application process	Out of scope
	HM Prison & Probation Service	Reasonable adjustment	Out of scope
	HM Revenue & Customs	Pre-employment check and security vetting	Out of scope

	Department for Work and Pensions	Reasonable adjustment	Out of scope
	Department for Work and Pensions	Reasonable adjustment	Out of scope
	HM Prison & Probation Service	Concerns over their scoring	Out of scope
	Ministry of Defence	Concerns over their scoring	No response from complainant
January 2025	Unspecified	Dissatisfied with feedback and lack of follow up questions in an interview	Out of scope
	Department for Science Innovation and Technology	Interview process (alleged unprofessionalism)	Out of scope
	Crown Prosecution Service	Application withdrawn due to plagiarism	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	Defence Equipment and Support	Inaccurate information communicated about a reserve list expiry date	Out of scope
	Ministry of Defence	Concerns over their scoring	Out of scope
	Ministry of Defence	Concerns over their scoring	Out of scope

	Ministry of Justice	Human resources issue	Out of scope
	Home Office	Human resources issue	Out of scope
	Department for Work and Pensions	Human resources issue	Out of scope
	HM Revenue & Customs	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	Department for Work and Pensions	Interview process (dissatisfied with ID checking process)	Out of scope
February 2025	Department for Work and Pensions	Application withdrawn due to unprofessionalism at interview	Out of scope
	Department for Energy, Security and Net Zero	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	HM Revenue & Customs	Technical issue during application process	Out of scope
	Department for Work and Pensions	Given inaccurate information about the assessment process	Referred back to department
	HM Revenue & Customs	Pre-employment check and security vetting	Out of scope
	Government Legal Department	Human resources issue	Out of scope

	Department for Transport	Pre-employment check and security vetting	Out of scope
	Cabinet Office	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Interview process (technical issue)	Out of scope
	Unspecified	Pre-employment check and security vetting	Out of scope
	Unspecified	Reasonable adjustment	Out of scope
	Unspecified	Human resources issue	Out of scope
	Cabinet Office	Reasonable adjustment	Out of scope
	Unspecified	Concerns over their scoring	Out of scope
	Crown Prosecution Service	Reasonable adjustment	Out of scope
	Ofgem	Dissatisfied with feedback and lack of follow up questions in an interview	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	HM Prison & Probation Service	Human resources issue	Out of scope
	HM Revenue & Customs	Dissatisfied with feedback and lack of follow up questions in an interview	Out of scope
	Department for Work and Pensions	Dissatisfied with feedback and lack of	Out of scope

		follow up questions in an interview	
	Ministry of Justice	Technical issue during application process	Out of scope
	Home Office	Human resources issue	Out of scope
	Department for Work and Pensions	Concerns over their scoring	Out of scope
	Ministry of Justice	Technical issue during application process	Out of scope
	Home Office	Whistleblowing	Out of scope
	Department for Work and Pensions	Concerns over their scoring	Out of scope
	Department for Energy, Security and Net Zero	Concerns over their scoring	Out of scope
	Unspecified	Dissatisfied with feedback and lack of follow up questions in an interview	Out of scope
	Government Social Research Service	Interview process (failed initial stage)	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	UK Health Security Agency	Recruitment campaign (adherence to the Equality Act)	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope

March 2025	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	Government Economic Service	Concerns over their scoring	Out of scope
	Ministry of Defence	Concerns over their scoring	Out of scope
	Home Office	Whistleblowing	Out of scope
	Valuation Office Agency	Pre-employment check and security vetting	Out of scope
	HM Revenue & Customs	Pre-employment check and security vetting	Out of scope
	Unspecified	Reasonable adjustment	Out of scope
	Unspecified	Reasonable adjustment	Out of scope
	Department for Work and Pensions	Recruitment campaign (submitted a grievance to HR)	Referred back to department
	Department for Work and Pensions	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope
	Ministry of Defence	Human resources issue	Out of scope

	Department for Work and Pensions	Reasonable adjustment	Out of scope
	Department for Work and Pensions	Security and vetting issues after the role was offered and accepted	Out of scope
	UK Health Security Agency	Concerns over their scoring	Out of scope
	Foreign, Commonwealth and Development Office	Internal campaign	Out of scope
	Department for Work and Pensions	Concerns over their scoring	Out of scope
	Department for Work and Pensions	Application withdrawn due to plagiarism	Out of scope