



## **Recruitment & Selection Complaints Procedure**

### **Introduction**

As an equal opportunities employer Birmingham City Council is committed to the fair

## **The Procedure**

### **Stage 1 Feedback Meeting**

The complaint should be submitted as soon as possible but, in any case, within 3 months of the event referred to taking place, to the recruiting manager, stating the reason for the complaint.

Upon receipt of the complaint, the recruiting manager will:

- Collate the relevant recruitment and selection records relating to the complaint.

- Arrange a meeting to discuss with the candidate their feedback from the recruitment and selection process.

- Provide the candidate with relevant information to improve their performance and possibilities of success in subsequent recruitment and selection processes.

- Discuss the remaining stages of this procedure.

- The complaint and notes of the discussion should be recorded on Talentlink against the job requisition.

### **Stage 2 Review**

If the complainant remains dissatisfied, they should submit their complaint in writing within 15 working days of the Stage 1 feedback meeting taking place.

#### [Submit Recruitment & Selection Complaint](#)

They must include the following details with the complaint:

- job title applied for
- job reference number
- home address
- contact number / email address
- the name of the recruiting manager

HR will forward the complaint to the Head of Service of the relevant service area, who will:

### **Follow the Review Procedure**

- Acknowledge receipt of the complaint in writing.

- Organise a review to be undertaken by an independent Senior Manager (Reviewing Officer) with guidance from a HR Advisor/ Officer if required. A meeting may be arranged by the reviewing officer with the complainant to discuss the complaint in further detail.

- Request from Recruiting Manager copies of all relevant documents relating to the complaint and further information may be requested as appropriate. The reviewing officer may also interview relevant employees including the selection panel members, during the review.



**Potential outcomes:**

- Uphold the appeal
- Not uphold the5