**Recruitment Complaints Procedure**

**Our Policy**

If any applicant feels they have been treated unfairly, they have the right to complain.

**Step One**

Contact the recruiting panel to ask why you have not been short-listed or if after interview why you have not been appointed, this should be within 6 weeks of you being informed of the panels decision.

**Step Two**

If you feel you have not received a satisfactory answer and you still wish to complain, please write to Zoe Bird HR Operations Manager explaining the reasons for your complaint. You should do this within two weeks of receiving Step One feedback.

The HR Operations Manager will then nominate someone to investigate the complaint and will let you know the outcome, within eight weeks of receiving your letter.