

DETAILS OF EXTERNAL COMPLAINTS – HUMAN RESOURCES

Date Received	Brief Outline Of Issue	Outcome	Date Of Outcome	What We Have Done As A Result
16/11/2007	Candidate not short-listed.	Letter of explanation	24/11/2007	Re-enforced the importance of short-listing documentation
19/10/2007	Complaint from candidate following withdrawal of an offer of employment	Not upheld. Letter of explanation.	22/11/2007	We have a policy, which requires referees to provide a full reference. Where the referee is a temporary agency and they refuse to do so we will cease using the agency. We have agreed a preferred supplier for temporary outdoor workers and clerical/admin. workers.
11/10/2007	Complaint from interviewee regarding manager's attitude and comments	Letter of explanation and apology in respect of any offence that may have been caused.	25/10/2007	The manager is now aware of how sensitive some candidates can be under the stress of interviews. Recruitment guide being developed to increase awareness.
03/09/2007	Complaint from individual re: not being short listed for a vacancy	Investigation culminating in explanatory letters about the importance of completing the form fully	27/09/2007	We have sought advice from the Equalities Officer and the application process is to be subject to a full equality impact assessment. The application form to be reviewed as part of the equalities programme
25/07/2007	Complaint from dissatisfied candidate following interview	Not upheld. Letter of explanation sent.	27/07/2007	Interview processes are robust and well documented.

19/09/2006	Complaint of harassment from a candidate	Letters of explanation from various senior managers then advised not to contact the Council again	28/09/2006	Sought advice from the Legal section about unfounded complaints leading to victimisation of Wealden staff.
April 2006	Complaint from candidate re: not being offered employment and employment status challenge from long-term temporary agency worker.	Letter of explanation	20/07/2006	We have developed a policy for the engagement of temporary agency workers.