



RECRUITMENT & SELECTION COMPLAINTS POLICY

As an Employer and provider of services, South Lanarkshire Leisure is committed to promoting equality of opportunity. No service user, customer or employee should receive less favourable treatment than any other on any grounds including the following:

- race, colour, nationality, ethnic or national origins, disability, age, sex, sexuality, marital status, religion, responsibility for dependants, employment status, political belief or trade union activity.
- nor be disadvantaged by conditions or requirements which cannot be shown to be justified.

To ensure fair selection, South Lanarkshire Leisure has prepared a procedure to deal with complaints relating to its recruitment procedure.

Who can complain?

Staff of South Lanarkshire Leisure and external candidates who apply for posts within SLL can complain using this procedure.

What can I complain about?

You can complain if you have been treated less favourably than other applicants or if you think you have been discriminated against during the recruitment process.

How do I submit a claim?

You should write to the Human Resources Manager giving details of your complaints as soon as possible, but certainly within 14 days (10 working days) of having being advised of the outcome of your application.

The Personnel Section will acknowledge receipt of your letter within 3 working days and begin an investigation into your complaint.

What happens next?

- The Personnel Section will have the complaint investigated by a senior officer from within the facility
- On receipt of the report from the facility, the Human Resources Manager will reply to you detailing the findings of the investigation. The Personnel Section will do this within 3 working days of receiving the Department report.

- If it is thought it will be helpful, during this investigatory stage, you may be invited to a meeting with a representative from the employing facility.

What if I am still dissatisfied with the outcome of the investigation?

- If having received a response from the Personnel Section, you are still dissatisfied, you may make an appeal in writing, to the General Manager within 14 days (10 working days) of receiving the response.
- If you are not an employee of South Lanarkshire Leisure you may submit an appeal in writing to the General Manager who will then convene a meeting with both parties and try and resolve the matter.

At this point the complaints procedure for persons not employed by South Lanarkshire Leisure at the time of application for the post in question becomes exhausted and further recourse may only possibly be through an external agency such as an Industrial Tribunal.

- If you are an employee of South Lanarkshire Leisure, you can pursue your complaint through the council's Grievance Procedures beginning at Stage 3. If you decide to do this, you should contact your Trade Union to arrange representation.

If you are not a member of a Trade Union, you can be represented by another appropriate person or may handle the matter yourself.

What action can be taken?

- The aim of the procedure is to provide a means of resolving complaints and to ensure that all appointments are made in accordance with the Trust's recruitment policy.
- If a complaint is sufficiently serious, in some circumstances the General Manager can decide to "hold" making any offer of appointment while the matter is being investigated.

Appointment by elected members

This procedure can also be used if the recruitment decision is being made by a panel of Elected Members. In this instance, the complaint should also be sent to the General Manager who will arrange to investigate the matter.

Post interview counselling

Post interview Counselling is available to unsuccessful candidates.

Its purpose is to help unsuccessful candidates focus on all aspects of their application for the post to enable them to equip themselves better for any future job applications.

Post interview counselling is treated in confidence and will not effect impartial consideration for any future applications submitted by you.

Should you wish to seek Post Interview Counselling please contact the Chairperson of the interview Panel or the Personnel Section.

Useful Contacts

For further advice about this procedure, and also to receive copies of the full Recruitment and Selection Procedures please telephone the Personnel Section on 01698 476209.