



**HOW WE WILL DEAL WITH YOUR
COMPLAINT OR REQUEST FOR
FEEDBACK IN REGARD TO
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Where an applicant is not shortlisted for interview or is unsuccessful at interview it can be both personally and professionally disappointing. Applicants may wish to obtain feedback on a shortlisting or interview decision as part of their personal development. This can be obtained by writing to the Human Resources Department (addressed to the HR Business Partner who advised you of the outcome of your application). Contact details for all of our HR Business Partners are attached.

There may however, be other situations where an applicant does not agree with a shortlisting or interview decision and he/she wishes to make a complaint about this decision. Such complaints will be dealt with as follows.

(Note: for employees the procedure outlined below does not detract from your rights to pursue a complaint through the University's grievance procedures)

Step One

You should write to the Human Resources Department (addressed to the HR Business Partner who advised you of the outcome of your application).

For complaints relating to shortlisting decisions the HR Business Partner will provide you with written feedback which will include details of the shortlisting criteria which were applied, details of which of these criteria you did not meet and any further information which may help clarify the shortlisting panel's decision. On receipt of this written feedback you may wish to seek further clarification from the HR Business Partner.

For complaints relating to the decision of an interview panel the HR Business Partner will provide you with feedback which will include details on any essential criteria which you failed to meet, the areas of the personnel specification which you meet and the areas of the personnel specification which you exceeded. Interviewing is a very competitive process and it may well be the case that while you meet or exceed the criteria for the post in the competition another applicant provided better evidence of their suitability for the post. If this is the case the HR Business Partner will explain this to you however, he/she will not release information to you which may compromise the appointee's right to confidentiality under the Data Protection legislation. On receipt of this written feedback you may wish to seek further clarification from the HR Business Partner.

If after receiving written feedback from the HR Business Partner you require further clarification you can lodge an appeal with the Head of Consultancy, Recruitment Services and Policy

Step Two

In your letter to the Head of Consultancy, Recruitment Services and Policy you should give details of those aspects of the feedback provided by the HR Business Partner which require further clarification. The Head of Consultancy, Recruitment Services and Policy will audit the recruitment file and provide you with written details of his findings. On receipt of this you may wish to seek further clarification from the Head of Consultancy, Recruitment Services and Policy.

How we will deal with Data Protection Disclosure Requests

Job applicants can if they wish make a request for disclosure of personal information held by the University in regard to their application e.g. interview score sheets, shortlisting panel reports or interview panel reports. Such requests should be addressed to The Policy Officer, Governance Services, Room J314, University of Ulster, Coleraine campus, BT52 1SA. A statutory fee will be

charged. If any of the documents requested include details relating to other applicants this information will be redacted to protect other applicants right to confidentiality.

How we will deal with Freedom of Information Requests

The University will respond to all Freedom of Information requests in regard to recruitment activity. We will not however, release details of the names of applicants or anything which might compromise their right to confidentiality. Applicants apply for post with the University on a confidential basis and we will at all times aim to protect their right to confidentiality.

Interview panel members also have the right to expect that we will protect their personal information. We will therefore not release personal information in regard to interview panel members other than their name and job title.

Freedom of Information requests should be addressed to The Policy Officer, Governance Services, Room J314, University of Ulster, Coleraine campus, BT52 1SA.

Procedure Dated 28 September 2009

| Name | Title | Tel | Email/ Postal address |
|---------------------|--|--------------|---|
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