

# Complaints Policy

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## Our Policy

The recruitment and selection process aims to have processes that are fair, transparent and free from discrimination. We publish our standards and requirements on our web site and aim to comply with external standards.

**Final decisions will be made in accordance with relevant client policies, employment legislation and statutory procedures.**

We recognize that sometimes errors or failings can occur in process or procedure or in the way decisions are made. If you believe this has happened to you, you can use our complaints procedure. This complaints procedure provides a mechanism through which complaints can be investigated, responded to and where necessary provided with a remedy.

Your privacy and confidentiality will be respected and balanced with the need for an open and fair investigation. The outcome of the investigation will be reported appropriately and where necessary acted upon to improve processes and our quality of service. Your complaint will need to be shared with others who have been involved with the recruitment process in order to ensure a thorough investigation is carried out.

## What can I complain about?

You can complain about how we have treated you if you have evidence that processes or procedures have not been followed fairly, or the objectivity of decisions is called into question resulting in a major adverse effect. This includes meeting published deadlines.

## How do I make a complaint?

You need to state your specialty and level, together with the complaint heading in the subject line of an email. You must also provide full evidence to substantiate your complaint either within your email or as an attachment, along with a daytime telephone contact number. If your complaint is about a late application or submission of documentation, you need to provide evidence about electronic failure.

Please write to [complaints@speedy.global](mailto:complaints@speedy.global) or complete the form on our website <http://speedy.global/contact-us> and we will respond directly to you. The sooner you make your complaint, the easier it is to investigate, and the sooner we can put right any issues if we need to provide a remedy to you. For these reasons you should make your complaint as soon as possible and at the latest within twenty working days of the incident.

If operational problems arise which need immediate attention, please follow the steps below:

- a) **Problem with submitting my application form.** If there is an issue which needs immediate resolution and relates to the receipt of your application form, send a detailed email to [admin@speedy.global](mailto:admin@speedy.global) before the closing date for that application and detail the precise nature of your problem.
- b) **Problem about interview attendance.** If an issue occurs after shortlisting and prior to the date of your interview, please email to [complaints@speedy.global](mailto:complaints@speedy.global) providing 24-hour telephone contact details.

- c) **Problem on the day of the interview.** If you are unable to attend your interview, due to an emergency situation arising on the day of the interview, please email to [complaints@speedy.global](mailto:complaints@speedy.global) heading your email, 'URGENT - Interview today' in the subject line. If an issue occurs at the interview venue, please speak to the consultant or the Senior Manager on duty.

## How we manage your complaint

**If there are particular requirements that you should have followed, but have not, we cannot treat your complaint within this procedure,** but we will respond to the issues you have raised.

There are other issues that are excluded from the complaints process:

- If you disagree with the principle of the process, its outcomes or judgments that have been made by the shortlisting or interview panels;
- If you allege unfairness of practice and process but you do not supply evidence to substantiate your allegation;
- If you were judged insufficiently strong enough to merit competitive appointment to a post purely on the basis of your ranking in shortlisting or interview; or
- If you wish to appeal against any decisions that we are obliged to take to remain within appropriate employment law.

You need to:

- a) Submit your fully completed application form before the deadline. Late applications will not be accepted;
- b) Attend an interview during the indicated week(s);
- c) Respond to job offers within 48 hours, otherwise you will be deemed not to have accepted the job;
- d) Comply with national guidance with respect to withdrawing from all other applications as soon as an offer is accepted;
- e) Fulfill all eligibility criteria;
- f) Provide a reliable email address which is not filtered out by our computers as spam or junk mail;
- g) Check your emails at least every 24 hours for updated information;
- h) Provide any appropriate documentation for required eligibility checks promptly and in full;
- i) Provide promptly any requested documentation, such as Passport details, visa appointments, within the appropriate deadlines.

We will acknowledge your complaint within two working days of its receipt and give you a unique reference number that you need to quote in any subsequent correspondence. We recognize that complaints vary in complexity and in investigating them, may need information from people who do not work for our agency. We aim to answer less complex complaints within ten working days and will update you at this point and every ten working days if the investigation into your complaint needs a longer period in which to respond fully.

Our agency will appoint a senior manager who has not been involved in the recruitment process about which you are complaining to consider the results of the investigation and respond to you.

Where we have upheld your complaint and propose a remedy, the Senior Manager will contact you about this remedy.

## Appeals

If you are unhappy about the decision regarding your complaint, you can appeal within twenty working days of receiving our response to your complaint. You need to provide enough evidence for your appeal. We cannot review a decision with which you disagree, when there is no new evidence to consider.

We will acknowledge your appeal within two working days. We will then prepare a case statement for review by a previously uninvolved Director. We aim to complete this review and provide you with a decision or advise you if further investigation is needed, within twenty working days. If a decision on your appeal is taken then a full written explanation for this decision will be given to you. Where your appeal requires further consideration, we will advise you of this. Following this further investigation, we will then provide our decision about your appeal in writing within thirty working days of receiving your appeal. Where necessary, you may be invited to present your case at a meeting with the Director. If we need to provide a remedy to the way you have been treated by us, we will contact you to arrange this.

**This appeal stage is final and completes the process. There is no further right of appeal.**

## Withdrawal of complaints

You can withdraw your complaint at any time, by writing to and quoting your reference number to [admin@speedy.global](mailto:admin@speedy.global) or [complaints@speedy.global](mailto:complaints@speedy.global). Your complaint will then be closed permanently and therefore will not be re-opened.

Martin O'Dee  
CEO