

London Deanery Recruitment to Training Programmes Complaints Policy 2012

1 Our Policy

The recruitment and selection process to training programmes managed by London Deanery aims to have methods that are fair, transparent and free from discrimination. We publish our standards and requirements on our website and strive to comply with external standards. Final decisions regarding complaints made will be made in accordance with relevant London Deanery and national policies, employment legislation and statutory requirements.

We recognise that sometimes errors or failings can occur in process, 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, balanced with the need for an open and fair investigation and for the outcome of the investigation to be reported appropriately and where necessary acted upon to improve processes and our quality of service. Your complaint may need to be shared with others who have been involved with the recruitment process in order to ensure as thorough investigation as possible.

2 What can I complain about?

You can complain about how London Deanery has treated you if you have evidence that

- (a) Processes or procedures have not been followed fairly, or the objectivity of decisions is called into question resulting in a major adverse effect;
- or
- (b) You provided requested documentation to meet the required published deadlines but the Deanery has rejected your application at any stage because it believes you did not meet deadlines.

The Deanery therefore excludes the following issues from complaints process:

- (a) If you disagree with the principle of the process, its outcomes or judgements which have been made by the longlisting, shortlisting or interview panels;
- (b) If you allege unfairness of practice and process but do not supply evidence to substantiate your allegation;
- (c) If you were judged insufficiently competitive to merit appointment to a training post purely on the basis of your score or rank in shortlisting or interview
- (d) If you wish to appeal against any decisions the Deanery is obliged to take to remain

within appropriate employment law.

- (e) If you have not followed national and Deanery guidance regarding timeliness, provision of documentation, demonstrating eligibility criteria and accepting applications.

3 How do I make a complaint?

You need to state the speciality and level to which you applied, together with the complaint heading in the subject line and provide full evidence to substantiate your complaint either within your email or as an attachment as well as a day time telephone contact number. If your complaint is about a late application or submission of documentation, you need to provide evidence regarding an IT or electronic failure that prevented your application being submitted on time.

Please write to Caseworkers@londondeanery.ac.uk

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 a month of the incident.

4 If you have operational problems which need immediate attention

- (i) Problem with submitting my application form

If there is an issue which needs immediate resolution and relates to the receipt of your application form, email recruitmentenquiries@londondeanery.ac.uk **before** the closing date for that application and state in the subject heading “Your problem, level/specialty application before deadline of date” then detail the **precise nature** of your problem in the text of the email. For example

“Difficulty in submitting application for GP Recruitment 2012 with deadline of 11th December 2011.”

- (ii) Problem about interview attendance or GP assessments 2 and 3

If an issue occurs after shortlisting and prior to the date of your interview, please provide a mobile telephone number and email recruitmentenquiries@londondeanery.ac.uk heading your email “Problem with interview attendance –name of specialty

- (iii) Problem on the day of the interview

If an issue happens on the day of your interview, please speak to the Lay Chair or the senior manager on duty.

5 How we manage your complaint

If there are particular requirements which you should have followed, but have not, or your evidence is based on the exemptions we cannot treat your complaint within this procedure, but we will respond to the issues you have raised and advise that there is no right of appeal.

We will acknowledge your complaint within two working days of its receipt and give you a

unique reference number which you need to quote in any subsequent correspondence.

We recognise that complaints vary in complexity and in investigating them, may need information from people who are not employed by London Deanery. We aim to answer less complex complaints within twenty 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.

The Deanery's Conciliation and Mediation Manager, will investigate your complaint and respond to you.

Where the Deanery has upheld your complaint and proposes a remedy, a Deanery senior manager will contact you regarding this remedy.

6 Appeals

If you are unhappy about the decision regarding your complaint, you can appeal within 4 weeks of receiving our response to your complaint. You need to provide enough evidence for your appeal. We cannot review a decision which you disagree with, when there is no new evidence to consider.

We will acknowledge your appeal. We will then prepare a case statement for review by a previously uninvolved senior manager. 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 aim to provide our decision about your appeal in writing within six weeks of receiving your appeal. Where necessary, you may be invited to explain your case at a meeting with two senior managers, one of whom will be a Senior Clinician or nominee. If we need to provide a remedy to the way you have been treated by London Deanery, we will contact you to arrange this.

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

7 Withdrawal of complaints

You can withdraw your complaint at any time, by writing to and quoting your reference number to Caseworkers@londondeanery.ac.uk. Your complaint will then be closed permanently and therefore will not be re-opened.