

Applicant's Charter

Introduction

Redditch Borough Council is committed to providing an efficient recruitment service to every job applicant. To us, quality means meeting the needs of those who use our service.

From time to time we may contact job applicants for their assessment of the service they have received. Should you be contacted by us, your assistance will be much appreciated and the information you give us will be used to continually improve our service.

Redditch Borough Council are working towards the following standards of Service:

- We will send out application forms and further details for vacancies within two days of a request being received.
- We will send a job description, person specification and as much supporting information as possible about the vacancy with requested application forms.
- Wherever possible, we will include within the job details the proposed date for interview.
- Short listed candidates will be contacted for interview within two weeks of the closing date.
- We will contact all interviewees within two days of the end of interviews.
- We will write to successful applicants with a conditional offer of employment within one week of the interview.
- We will make formal offers of appointment upon receipt of satisfactory medical, Criminal Records Bureau, references and other necessary checks.
- We will strive to ensure that requests for feedback are responded to within ten working days. Requests for feedback must be made within 6 weeks of the closing date for the vacancy or within 6 weeks of the interview date for candidates who have been interviewed.

Unfortunately we are unable to confirm receipt of applications, however if you enclose a stamped addressed envelope with your application we will return it with confirmation. Redditch Borough Council do not contact candidates that are not selected for interview, although if you have any concerns you can contact us on ext 3627 or 3416.

Complaints Procedure

We aim to provide you with an excellent service at all times. However, there may be times when we don't get it right and you may feel that you wish to make a complaint.

To make a complaint about the way in which your job application was dealt with write to the Human Resources Manager giving details of your complaint. We aim to acknowledge your complaint within 2 working days of receiving it, and aim to provide a full response by your preferred method of contact within 10 working days.