



## Recruitment Concerns Policy

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#### **1. Purpose**

This policy explains how external applicants can raise concerns about our recruitment process and how those concerns will be handled. It reflects our commitment to fairness, transparency and equality, while taking a proportionate approach appropriate to a small charity.

#### **2. Scope**

This policy applies to external applicants for paid or unpaid roles, including fixed-term and permanent roles.

It does not apply to employees raising internal grievances or to requests to reconsider recruitment decisions or reassess applications.

#### **3. What concerns we will consider**

Applicants may raise concerns about the fairness or consistency of the recruitment process, whether stated procedures were followed, equality, diversity or accessibility issues (including reasonable adjustments), and administrative or communication matters such as early closure of a vacancy.

We are unable to consider appeals against recruitment decisions, requests for reassessment or progression in the process, or comparative feedback about other candidates.

#### **4. How to raise a concern**

Concerns should be submitted in writing by email within 14 days of the recruitment outcome being communicated.

Concerns should be sent to [info@orca.org.uk](mailto:info@orca.org.uk)

The concern should clearly explain the issue and any relevant context.

#### **5. How concerns will be handled**

Concerns will be acknowledged within 5 working days.

They will be reviewed by a senior staff member, trustee or volunteer not directly involved in the recruitment, where reasonably possible.

We aim to provide a written response within 10 to 15 working days.



Concerns will be handled objectively and confidentially.

#### **6. Possible outcomes**

Outcomes may include an explanation or clarification of the recruitment process followed, confirmation that procedures were applied fairly and consistently, an apology where communication could have been clearer, or identification of learning for future recruitment.

Raising a concern will not result in an application being reconsidered or progressed.

#### **7. Equality and accessibility**

We are committed to complying with the Equality Act 2010. Concerns relating to discrimination, reasonable adjustments or accessibility barriers will be taken seriously and reviewed carefully.

#### **8. Record keeping and governance**

A brief record of concerns and outcomes will be kept for accountability and learning. Where appropriate, anonymised themes may be shared with trustees.

#### **9. Finality**

Our response will normally conclude the matter unless new and substantive information is provided.