

# Recruitment & Selection – Headteacher Guidance

This document is designed to be read in conjunction with the Recruitment and Selection Policy and aims to provide all those involved in the recruitment of employees with additional advice and guidance to enable you to manage the process effectively.

All templates and supporting documents referred to in this document can be found on the extranet.

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Where the headteacher is the employee concerned, any reference to the headteacher in this policy should be replaced with the chair of governors.

## 1 The Equality Act

The Equality Act 2010 provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. It requires employers to treat people fairly and protects those with protected characteristics which include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Discrimination can take a number of forms and it is important that the Lead Officer and all selection panel members are aware of the protected characteristics to avoid discriminating against candidates. Some examples of the different types of discrimination are provided below.

<b>Direct discrimination</b>	<p>When someone is treated less favourably than another person because of a protected characteristic that they have. Examples include:</p> <ul style="list-style-type: none"><li>• A job advert states 'this job is unsuitable for disabled people'</li><li>• Refusing to employ a pregnant woman</li><li>• Refusing to offer a job to a person with the required skills because they belong to a particular ethnic group</li></ul>
<b>Indirect discrimination</b>	<p>When a condition, rule, policy or practice applies to everyone, but disadvantages people who share a protected characteristic. Examples include:</p> <ul style="list-style-type: none"><li>• A requirement that the person has more than 5 years' experience</li><li>• Requiring applicants to use a car for work – alternative transport could also be appropriate for people with a disability or younger applicants who may not be able to afford a car</li><li>• Requiring applicants to have graduated in the last 5 years – this could have an adverse impact on older candidates</li></ul>



<b>Discrimination by association</b>	When someone is discriminated against because they are related to or associate with another person with a protected characteristic e.g. a candidate is refused a job because they have a disabled partner.
<b>Discrimination by perception</b>	When someone is discriminated against because others believe that they have a protected characteristic. It applies even if the person does not actually possess that characteristic e.g. a candidate is refused a job because the interviewer thinks the candidate is gay.
<b>Harassment</b>	Unwanted conduct relating to a protected characteristic that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. A complaint can be made even where the behaviour was not directed at them e.g. a member of the interview panel makes a joke about a colleague's religion when introducing the recruitment panel.
<b>Victimisation</b>	When an employee is treated badly because they have made or supported a complaint or grievance or are suspected of doing so e.g. an applicant is not shortlisted because they have previously raised a grievance about unfair treatment.

## 2 Advertising process

Before advertising a vacancy either internally or externally, consideration must be given as to whether the post could be filled by other means i.e. redeployment or by utilising the six month rule. When advertising an entry level post, you should also consider whether it would be possible to convert the post into an apprenticeship post. Further information about the scheme is available in the [Apprenticeship Guidance](#).

The Lead Officer should complete the Recruitment Checklist which is available on the extranet to discuss and agree an Action Plan and identify a panel (which may include Governors where appropriate) that will assist in the recruitment and selection process.

### 2.1 Review job description & person specification

You must also ensure that the job description and person specification is up to date, making any changes to the responsibilities that may have occurred and incorporating any information obtained through the previous job holder's exit interview.

For all school-based support jobs, any changes made to the duties and responsibilities of the position should be considered by the school for re-evaluation to ensure that the grade of the post is appropriate. For further information, please refer to the [Job Re-evaluation Policy](#).

Template job description and person specifications are available on the [extranet](#).

### 2.2 Advert wording

As Lead Officer, you are responsible for writing the advert for the post you wish to advertise. The advert should provide jobseekers with a brief overview of the post, including the main duties and responsibilities to attract appropriate candidates. You will also need to include contact details should candidates wish to request additional information and specify the closing date for applications.



Care must be taken to ensure the wording is not discriminatory. See section 1 for more information regarding discrimination and the Equality Act.

You must include the following information in the advert, as a minimum:

- Salary - if the post is term time only, you should ensure that you stipulate that the salary is pro rata and the number of weeks they will be expected to work
- Statement that a Disclosure and Barring Service (DBS) check is required for the post
- Rehabilitation of Offenders Act 1974 statement
- Disability Confident employer statement

The following statement is provided to ensure that candidates are aware of their duty to disclose **all** information related to outcomes involving them and the police and should be attached to job adverts and application forms. This statement also ensures that schools are meeting their obligations under the Rehabilitation of Offenders Act 1975 (Exemptions) Order 1975 and DBS Code of Practice.

*“To protect the public, the post for which application is being made is exempt from Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. It is not, therefore, in any way contrary to the Act to reveal any information you may have concerning convictions which would otherwise be considered as “spent” in relation to this application and which you consider relevant to the applicant’s suitability for employment. Any such information will be kept in strictest confidence and used only in consideration of the suitability of this applicant for a position where such an exemption is appropriate.*

All adverts must include the following wording:

*As a disability confident employer, we are committed to employing disabled people and people with health conditions, making reasonable adjustments to support disabled applicants when required.*

You must also consider whether the post meets the criteria in sections 2.2.2 and include the associated standard wording as necessary.

### **2.2.1 Fluency duty**

The council is required, under Part 7 of the Immigration Act 2016, to ensure that all employees working in a public-facing role are able to speak fluent English. Most posts within schools will be considered to be public facing, with the exception of those who have limited contact with pupils and/or parents e.g. cleaning staff.

For posts considered to be public facing, the following wording must be included in the advert to explain the level of fluency required for the role:

*The ability to converse at ease with people and provide advice in accurate spoken English is essential for the post.*

The level of English language skills required will also need to be reflected in the person specification for the role.

## **2.2.2 Genuine occupational requirement**

If a post is subject to an occupational requirement it must be clearly stated in the advert. An occupational requirement is where a particular protected characteristic e.g. gender, is central to the role and can therefore be used to select candidates.

Occupational requirements often apply to situations where intimate personal care is provided on the grounds of decency or safety. You must be able to justify the characteristic is essential and include it in the person specification otherwise it may be challenged as being discriminatory.

## **2.3 Selection panel**

As Lead Officer, you are responsible for identifying a panel who will assist with the selection process. The panel should consist of:

- A minimum of 2 people. For the appointment of Headteachers, Deputy Headteachers, Acting Headteachers and Deputy Headteachers the panel should consist of a minimum of three people
- A mixture of male and females, where possible
- At either the same or higher grade as the vacant post (or Governors)
- Consist of the same members throughout the selection process to ensure consistency\*

At least one person on the selection panel must have received specific training in safer recruitment. This is provided by the Durham Safeguarding Children Partnership (DSCP).

The panel should not include anyone who is related to an applicant or in a close personal relationship with them or their immediate family.

*\* In exceptional circumstances, if a panel member is no longer able to participate, a suitable replacement should be nominated by the Lead Officer as soon as possible and the reasons for the change noted in the recruitment file. However, the Lead Officer should remain the same throughout the process.*

## **2.4 Administration of application forms**

The person who is administering the vacancy should number all the application forms received and remove the front sheets. The front sheets and the Equal Opportunities Monitoring Form should be kept separate from the information given to the selection panel. Any additional sheets supplied by the candidate should be 'depersonalised'.

The application forms, job description and person specification together with the shortlisting matrix and Interview Recording Sheet should be given to the Lead Officer and sent to everybody on the shortlisting panel. The shortlisting matrix and the Interview Recording Sheet is available on the extranet.

If a candidate has indicated that they meet the definition of disability or meet the criteria for Looked After Young People or have served in the regular armed forces, this should be marked on their form e.g. with a D, L or V, as they will be guaranteed an interview if they meet the essential criteria of the post.

## **3 Shortlisting**

It is the responsibility of the Lead Officer, in consultation with the other panel member(s), to identify candidates who meet the requirements of the role to go through to the next stage of the selection process. The Lead Officer and panel members should complete the shortlisting matrix in respect of each candidate. The shortlisting matrix must be signed and kept in the recruitment file.

Where a large number of candidates remain following the shortlisting process, you should consider using an assessment or test as a further method of shortlisting candidates for interview.

### **3.1 Invitation to interview**

Shortlisted candidates should be invited to the next stage of the process, in writing, informing them of the details of the interview and any additional activities or testing that will be undertaken.

Shortlisted candidate will also be required to complete a criminal convictions declaration, which should be included with their invitation to interview.

A template interview invite letter is available on the [extranet](#).

#### **3.1.1 References prior to interview**

Every effort should be made to obtain all necessary references from previous employers prior to interview on all shortlisted candidates before interview, so that any issues of concern they raise can be explored further with the referee and discussed with the candidate at interview. All references should be verified by the school with the referee to ensure authenticity.

The Lead Officer will assess the appropriateness of the selected candidates named referees. Panel members cannot act as referees.

Sickness absence information should not be requested prior to interview. Further information can be found in the [Reference Policy](#).

## **4 Interview & selection methods**

The selection process must involve a face-to-face interview, even if there is only one applicant eligible to be interviewed.

The interview provides the opportunity for two-way communication to occur. Whilst the interview panel need to obtain as much information as possible regarding the candidate's ability to fulfil the criteria for the post, the candidate needs to feel that they were provided the opportunity to do their best and also determine whether the post is right for them. See section 4.2.1 for further information about setting and asking interview questions.

The decision to use an additional method of testing should be taken as early as possible in the recruitment process. The chosen test must measure skills and/or abilities specifically related to the requirements of the post. Examples of additional testing are:

- Psychometric testing
- Group exercises
- Task based assessments
- Written report
- Presentation

Involving pupils and students in the recruitment and selection process in some way or observing shortlisted candidates' interaction with pupils is common and recognised as good practice as part of safeguarding children and safer recruitment in education. There are different ways of involving young people, for example, shortlisted candidates for teaching posts might be asked to teach a lesson and might be shown round the school or college by pupils or students.



## **4.1 Reasonable adjustments**

The school has a duty to make reasonable adjustments to the recruitment and selection process to give disabled people an equal opportunity. This can include providing documents in other formats, allowing people extra time to complete applications or to take tests at interview and ensuring the interview venue is accessible.

An applicant can include requests for adjustments on their application form or inform us at any stage of the process. Whenever this happens, the school must make every effort to make adjustments, as far as reasonably practicable. What is reasonable is likely to be different in each case and depends on a number of factors including health and safety, effectiveness of the adjustment, practicality, available resources and cost.

The Lead Officer may need to contact the candidates to check that they understand the adjustment(s) or explain the interview/test format to see if further adjustments are required.

Where there is any doubt around the availability or effectiveness of a reasonable adjustment, the Lead Officer should seek advice from the HR Advice and Support Team.

### **4.1.1 Testing candidates with a disability**

When using tests, consideration must be given to reasonable adjustments for candidates with a disability e.g. the format of the material, equipment to be used, the location of the tests along with any additional time required to complete the test.

Where a test is to be used to shortlist applicants for interview, those who have stated that they consider themselves to have a disability and meet the essential criteria of the post must be put through to the interview stage. They will not be made to take the test as part of the commitment to the Disability Confident Scheme.

However, where a test is to be used as part of the interview process e.g. in-tray exercise or presentation, candidates who have stated that they consider themselves to have a disability should be included in the testing process.

The Lead Officer will contact the candidate to explain the interview format, including the test, and check whether adjustments are required.

## **4.2 Interview and/or testing preparation**

The Lead Officer is responsible for making the arrangements to obtain or set up any equipment required for presentation, in-tray exercised etc.

The Lead Officer must ensure that they choose an appropriate venue for the interview and/or testing, taking into account the following:

- Interviews should take place at the place where the post will be based to allow the candidates to view the workplace
- Ensure that the room and route to the room is easily accessible
- Try to ensure there is a seated waiting area close to the interview room
- Ensure that someone is available to greet candidates and take them to the room
- Arrange for water to be available for candidates
- Ensure that equipment required is available or that other reasonable adjustments have been made

### **4.2.1 Interview questions**

The Lead Officer and the selection panel should discuss and agree the core interview questions to be asked of all candidates and determine the role of the panel members in asking the questions.

The interview questions should be appropriate in number and complexity and focused on measuring the specific criteria in the person specification.

Whilst the core questions should be asked of all candidates, supplementary questions can be asked of individuals to clarify or probe answers or check facts. The Lead Officer should always explore gaps in a candidate's employment history, particularly for posts working with children or vulnerable adults. These additional questions and the candidate's responses should be noted on the Interview Recording Sheet.

Questions about health or disability should not be asked until the person has been offered a post. This means that selection panels cannot ask for or consider sickness absence information as part of their decision making.

It is lawful to ask questions relating to a candidate's ability to carry out a function that is intrinsic or fundamental to the job. There are few situations where this will need to be asked and the Lead Officer must seek advice from the HR Advice and Support Team in advance if they believe that a health or disability question may be relevant.

### **4.3 During the interview**

Each panel member should complete an Interview Recording Sheet, available on the extranet, for each candidate and take appropriate notes to ensure that an objective decision can be made. A numbered scoring system should **not** be used, and the Interview Recording Sheet should be signed by the panel member.

The Lead Officer should introduce members of the panel to each candidate and explain that the interview panel will be taking notes. The Lead Officer should also check the preferred contact number for each candidate and let them know the anticipated timescale for when they will be informed of the outcome.

The panel should ask the core interview questions in the agreed format i.e. which panel member is asking which questions. A copy of the questions may be offered to candidates at the start of the interview as a reminder; if this approach is followed then it must be consistently offered to all candidates and provided in alternative formats, if required.

Time should be allowed for the candidate to ask questions and/or add any points they wish to make at the end of the interview questions.

The interview panel should be careful not to make assumptions about candidate behaviour e.g. lack of eye contact, as this could be due to their cultural background or a disability. Advice can be sought from the HR Advice and Support Team, if required.

### **4.4 Decision making**

The Lead Officer should ask each panel member for their views on how each candidate's answers meet the job description and person specification using the notes from the interview recording sheet. The Lead Officer should then express their own views and lead the discussion to reach a panel view as to the most appointable candidate. Once a decision has been reached, the Lead Officer should complete and sign the Interview Summary Sheet which is available on the extranet.

The Lead Officer should contact the successful candidate(s) as soon as possible to offer them the post, subject to clearances.

Candidates who are newly appointed to support staff posts should be placed on the lowest point of the salary scale, in line with the Local Collective Agreement, although exceptions to this are allowed in certain circumstances. Further guidance should be sought from the HR Advice and Support team.

Qualified and unqualified teachers must be paid in line with the School Teachers' Pay and Conditions Document.

If they decline the offer, the job should be offered to the next appointable candidate until the offer is accepted or no other appointable candidates remain. All other applicants should then be informed that they have been unsuccessful.

The Lead Officer should offer interview feedback to unsuccessful candidates as soon as possible. The feedback should be constructive and focus on the degree to which the candidate met or failed to meet the job description and person specification. An accurate and written record of the feedback should be kept in the recruitment file.

The Lead Officer should update the relevant sections of the Recruitment Checklist.

## 5 Appointment procedure

The school should notify their payroll provider of the new appointment and issue a conditional offer of employment letter to the successful candidate, which states that the offer is subject to clearances. The letter should request information regarding any previously issued redundancy payments by the council within the last 12 months.

The school must ensure that all information required in the conditional offer letter is sighted and recorded before agreeing a start date with the successful candidate.

The Conditional Offer of Appointment Letter should also state that, in the event that any of the above required elements are not satisfactory, the school will consider withdrawing the conditional offer, taking advice from the HR Advice and Support Team in the first instance.

A template Conditional Offer of Appointment Letter is available on the [extranet](#).

### 5.1 Pre-employment checks

Further information about pre-employment checks can be found in the [Vetting Policy](#).

<b>References</b>	All appointments are subject to satisfactory references. Please see the Reference Policy for further information.
<b>Qualifications</b>	Original qualification certificates should be sighted by the Lead Officer and copies retained. If the candidate cannot produce original documents or certified copies, it is their responsibility to obtain written confirmation of this from the awarding Body.  See section 5.2 for further information about qualification levels.



<b>Right to Work in UK</b>	<p>The Lead Officer is responsible for verifying original ID documents for the successful candidate to confirm their legal right to work in the UK.</p> <p>Further information can be obtained from <a href="#">Right to Work in the UK Policy</a>.</p>
<b>Disclosure &amp; Barring (DBS)</b>	<p>The successful candidate should be provided with details of how to complete an online DBS application form in their conditional letter of appointment. They will need to complete the online form and you will be able to validate their application form using the identification documents provided at the interview stage.</p> <p>This is a crucial part of the recruitment process and their appointment cannot be confirmed until appropriate clearance has been received.</p> <p>It is the responsibility of the Lead Officer to see the original DBS certificate once the candidate has received it. Candidates who subscribe to the DBS Update Service and are applying for a job within the same workforce as their current DBS check, will need to give permission to carry out an online status check and present the original DBS certificate to the Lead Officer.</p>
<b>Disqualification from Caring for Children (DCCR)</b>	<p>The Childcare Disqualification Regulations 2018 require individuals who will be caring for children up to and including Reception and/or providing care to children under 8 years outside of the normal school day to declare if they become disqualified.</p>
<b>Criminal Convictions</b>	<p>The successful applicant will already have been asked to complete a declaration of criminal convictions at the shortlisting stage.</p>
<b>Sickness Absence Information</b>	<p>A sickness absence form will be sent to the successful candidate with their conditional offer of employment.</p> <p>If the information reveals a poor sickness record, with no explanation and not linked to a disability or maternity, the Lead Officer may wish to consider whether they still consider the candidate suitable for the post. If they feel they would like to withdraw the offer of employment, the Lead Officer must justify the reason why and this information must be retained in the recruitment file.</p> <p>Advice should be sought from the HR Advice and Support team before any decision is made to withdraw an offer of employment.</p>
<b>Teacher Status Check</b>	<p>Teacher prohibition orders prevent a person from carrying out teaching work in schools, sixth form colleges, 16 to 19 academies, relevant youth accommodation and children's homes in England. A person who is prohibited from teaching must not be appointed to work as a teacher in such a setting. For Registered Teachers, it is an Ofsted requirement that a check of the prohibition orders list is undertaken at the point of entry into employment, and recorded on the SCR. Checks may also be conducted periodically after appointment if the school deems this appropriate.</p> <p>A Prohibition Order Check must be completed. This will be undertaken by Payroll and Employee Services for schools who buy into their service level agreement. Any issues highlighted by this check will be highlighted to the Lead Officer for further discussion and action.</p>



<p><b>Pre-employment health clearance (Occ Health SLA)</b></p>	<p>The successful candidate must complete a Pre-employment Health Declaration (PEHD) and an Occupational Health Questionnaire (Working with vulnerable clients). Internal candidates who are already working with vulnerable clients will not be required to complete this form.</p> <p>If the candidate indicates that they do not require any specific aids, adaptations or adjustments, there will be no requirement for any for Occupational Health involvement and the PEHD should be held on the recruitment file.</p> <p>If they indicate that they do require specific aids, adaptations or adjustments, the Lead Officer should refer them to Occupational Health for advice. Where the job role has been identified by risk assessment as requiring OHS intervention, the Lead Officer will refer the applicant to Occupational Health irrespective of the candidate's declaration.</p> <p>Following the health assessment, Occupational Health will provide a statement of fitness including any appropriate advice on adjustments to the Lead Officer. The Lead Officer must consider any adjustments required and seek further advice if there are any concerns regarding their reasonableness.</p>
<p><b>Food Handler Questionnaire (Occ Health SLA)</b></p>	<p>If the post involves directly touching open food, food contact surfaces or other surfaces in rooms where open food is handled as part of their work, a Food Handler Questionnaire should be sent to the successful candidate.</p> <p>The questionnaire will help reduce the spread of infection by advising which illnesses and symptoms the applicant has suffered from and should be returned to the OHS who will advise further where appropriate.</p> <p>The Food Handler Questionnaire is available on the extranet.</p>
<p><b>Driver Induction Assessment</b></p>	<p>If the successful candidate is required to drive a school vehicle as part of their role, the appointment will be subject to the production of a valid driving licence for the required category of vehicle.</p> <p>For maintained school, the candidate will also be required to complete a Driver Induction Assessment. This can be arranged by Payroll and Employee Services.</p>
<p><b>Young Employee Risk Assessment</b></p>	<p>In accordance with the council's Young Employees Procedure (available in the Schools Health and Safety Policy and Procedures Manual on the extranet), a risk assessment must be carried out before any person under the age of 18 years start work.</p>

## 5.2 Teaching qualifications

<p><b>Qualified Teacher Status (QTS)</b></p>	<p>The Education (Teachers' Qualifications and Health Standards) (England) Regulations (1999) states that all teachers must have qualified teacher status (QTS) to take up a teaching post in England in a maintained school or non-maintained special school. Some exemptions apply in exceptional circumstances.</p> <p>Teachers who were awarded QTS outside of England may need to apply for QTS status within England.</p>
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<p><b>Qualified Teacher Learning &amp; Skills (QTLS)</b></p>	<p>Qualified Teacher Learning and Skills (QTLS) is post-qualification for post-16 education and training obtained by successfully completing professional formation. Qualified teachers, who have QTLS status and membership with the Society for Education and Training, are eligible to work as a qualified teacher in schools in England.</p> <p>It is the responsibility of the Lead Officer to decide whether an applicant with QTLS will be suitable for a post and to teach a particular subject. Teachers with QTLS are exempt from serving a statutory induction period in schools.</p> <p>Further information about QTLS and working in maintained schools can be obtained from the <a href="#">Society for Education and Training</a>.</p>
<p><b>Unqualified Teachers</b></p>	<p>An unqualified teacher is someone who has not passed the QTS process in England. The decision to employ an unqualified teacher is at the discretion of the school.</p>
<p><b>Newly Qualified Teachers (NQTs) (started before 1 September 2021) or Early Career Teachers (started from 1 September 2021)</b></p>	<p>The Education (Induction Arrangements for School Teachers) (England) Regulations 2012 apply to all NQTs or ECTs.</p> <p>An NQT/ECT cannot be employed as a teacher in the following schools unless they have satisfactorily completed an induction period in accordance with the regulations and the statutory guidance in either Induction for Newly Qualified Teachers or Induction for Early Career Teachers:</p> <ul style="list-style-type: none"> <li>• a maintained school</li> <li>• a non-maintained special school</li> <li>• a maintained nursery</li> <li>• a nursery school that forms part of a maintained school</li> <li>• a local authority maintained children’s centre</li> <li>• a pupil referral unit (PRU)</li> </ul> <p>An NQT/ECT has only one chance to complete statutory induction so if they are judged to have failed to meet the relevant standards at the end of their induction period, they are not permitted to repeat induction. The NQT/ECT does not lose their QTS, but their name is included on the list of persons, held by the National College for Teaching and Leadership, as having failed to satisfactorily complete an induction period.</p> <p>It is the responsibility of the Lead Officer to check that NQT/ECTs have successfully completed the induction period.</p> <p>Please contact the HR Advice and Support Team for further information about qualifications obtained outside the UK.</p>

## 6 Retaining information

Schools should keep a file for all recruitment exercises. The recruitment file should contain the following documents for all applicants (successful or not) for a minimum of 12 months:

- shortlisting matrix
- all notes made by the recruitment panel
- Recruitment Checklist



- any information from the Occupational Health Service
- record/notes of any reasonable adjustments made
- summary interview record forms for unsuccessful applicants
- interview recording sheet
- test results with any associated paperwork
- all application forms
- correspondence for unsuccessful applicants
- references for unsuccessful applicants where applicable
- reference request letters

## 6.1 Personal file

The school should create a personal file for the successful applicant to include:

- application form
- notes made during the interview regarding any gaps in employment
- copy of interview questions and notes
- conditional offer of employment
- copies of qualification certificates
- copy of signed Statement of Particulars
- copy of evidence used to verify the identity of the successful applicant
- evidence of Right to Work in the UK
- job description & person specification
- offer of employment
- Pre-Employment Health Declaration & Occ Health clearance
- references
- test results and any associated paperwork

## 7 Access to work

Access to Work is a publicly funded organisation that aims to help more disabled people start or stay in work. It can provide practical and financial support for people who have a disability or long term physical or mental health condition.

Job applicants can get financial support that they may need due to their disability or long-term health condition, such as:

- Communication support at interviews
- Travel to interview or work
- A wide variety of support workers
- Provide equipment in the workplace
- Other support, such as a sign language interpreter

Any new starters to the school may be eligible for a full grant if they apply within 6 weeks of starting their new post. If they apply after 6 weeks of starting, the school may have to share some of the costs.

Further information about Access to Work can be found at <https://www.gov.uk/access-to-work>



## **8 Complaint procedure**

If a candidate feels that they were not afforded the opportunity to participate appropriately in the recruitment and selection process, they can raise a complaint within 5 school days of receiving notification that they were unsuccessful. If the Lead Officer is aware that they will not be available at the time a complaint may be received e.g. on annual leave, you must make alternative arrangements for someone else to deal with the complaint.

### **8.1 Dealing with a complaint**

In most cases, issues raised by complainants can be dealt with by an explanation being provided by the Lead Officer who must respond within 5 school days of the complaint being received. The response should be provided using the same method as used by the complainant and a note of the nature of the complaint and the response provided should be retained in the recruitment file.

Your response should also include information about the complaint procedure.

#### **8.1.1 Formal process**

If the complainant is not satisfied with the response received, they can raise the issue in writing with the Chair of the Governing Body within 10 school days, who will:

- Nominate an officer to undertake the investigation
- Set terms of reference with the investigating officer
- Set timescales to ensure a response to the complainant within 25 school days
- Monitor the progress of the investigation

If you receive a formal complaint, you should contact the HR Advice and Support Team for further advice on the process as soon as possible.



# HR Advice and Support

This policy has been developed by the HR Advice and Support team, based on current legislation and best practice. If you would like any advice on the application of this policy, please do not hesitate to contact the team:

<b>Telephone</b>	03000 266688
<b>Email</b>	hradvice@durham.gov.uk

Further support can be accessed by contacting (subject to SLA buy in):

<b>Payroll and Employee Services</b>	<a href="mailto:pesschools@durham.gov.uk">pesschools@durham.gov.uk</a>
<b>Occupational Health</b>	<a href="mailto:occhealthadmin@durham.gov.uk">occhealthadmin@durham.gov.uk</a>
<b>Health and Safety</b>	<a href="mailto:hsteam@durham.gov.uk">hsteam@durham.gov.uk</a>
<b>Employee Assistance Programme</b>	<a href="http://www.healthassuredeap.com">www.healthassuredeap.com</a> Username: durham Password: council 0800 716017

Author	Version	Last review	Next review
LK	v 1.1	January 2022	January 2024

The school complies with all relevant statutory obligations. The school privacy notice provides more specific information on data collected and how it is handled, a copy of which can be accessed from the school. For more information please contact the school directly.

If you have any concerns about how your data is handled, please contact either the school Data Protection Officer (details available from the school office), or the Information Commissioner's Office.