

**Complaints Procedure - Invest NI Recruitment & Selection Processes**

Invest NI is committed to providing a high quality recruitment and selection service. However, we recognise that problems may occasionally arise.

Complaints will be treated seriously, and will be thoroughly and objectively investigated in a timely manner, with a view to putting things right and improving our service as appropriate.

**How to Complain**

If you have a complaint regarding the way in which Invest NI’s Recruitment and Selection processes have been applied to you, you should contact the Human Resources Team in person, by telephone, email or letter. Alternatively you may complete the Customer Complaint Form (attached) and return it to:

E-mail: monitoringofficer@investni.com

Address: Human Resources Team

 Invest NI

 Bedford Square

 Bedford Street

 Belfast BT2 7ES

Telephone: 02890 698000

Text Relay Number:  18001 028 9069 8000

If you are calling using a textphone from outside UK please call: +44 151 494 1260 028 9069 8000.

To help us to deal effectively with any issues raised, please tell us:

* What the issue is
* When it happened
* Who you dealt with

If, for an equality based reason, you are unable to use this process or require additional assistance to make your complaint, please contact the Human Resources Team to outline the assistance or adjustment required.

**Our Response**

We will acknowledge your complaint within 1 working day of receipt and we will provide a written response within 10 working days.

We may contact you during the investigation to obtain further information or clarification.

If it is not possible to provide a full response within 10 working days, we will advise you of this and indicate the likely timescale for completion of our investigation.

**Further Review**

If you are dissatisfied with our response, you may seek a review of the decision by advising the Human Resources Team in writing within 5 working days of receiving the outcome.

An acknowledgement will be issued within 1 working day of receipt, and we will provide the outcome of our review within 5 working days. The review will be conducted by a person not involved in the original decision.

Again, we may contact you during the review process to obtain further information or clarification and, if it is not possible to complete our review within 5 working days, we will advise you of this and indicate the likely timescale for completion.

The outcome of this review will be final.

**Scope**

This procedure will apply to all complaints regarding Invest NI Recruitment and Selection processes.

Complaints from Invest NI employees regarding recruitment/promotion processes will be addressed through this procedure, and will be excluded from consideration under the Invest NI Grievance Procedure. Invest NI employees will have the option to put forward their concerns at a meeting prior to receiving a written response or the outcome of a review of the original decision.

**Invest NI Customer Complaint / Feedback Form**

**Please complete in capital letters and in ink**

**SECTION 1 – About you**

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Forename (s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:

 Postcode:

Telephone (Daytime):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 2 – Nature of Complaint / Feedback**

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Signed: Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_