



Recruitment Charter

We are committed to achieving high standards of quality in the delivery of our services to ensure that our appointments are solely on the basis of merit and that you are treated in a fair and equitable manner in line with employment and equality legislation.

- You will be treated in a polite, helpful and friendly manner at all times.
- The information you provide will be treated in confidence and with discretion.
- We welcome applications from people self-assessed as being disabled and guarantee an interview to those who meet the essential job criteria. If you have indicated that you require particular arrangements to support your attendance at interview, you will be contacted at the time your interview letter is issued to discuss your requirements.
- Anyone who successfully completes a Council sponsored training programme will be given the opportunity to apply for internal positions for up to 12 weeks from the date on which they left the training programme.
- We will advise you, normally within 4 weeks of the closing date, if you are not selected for interview.
- We will normally advise you within 3 weeks of the closing date if you are invited to interview.
- We will normally give you at least 1 week's notice of the interview and we ask that you promptly confirm your attendance, or otherwise by choosing an interview slot on the myjobscotland portal. If you are unable to attend on the day or at the time requested, we will try, where possible, to make alternative arrangements.
- The selection process will be conducted in a professional manner and we shall provide you with sufficient information to enable you to make an informed choice regarding the position applied for.
- If you are successful, we shall advise you as soon as possible. Confirmation, in writing, will normally be made within 2 weeks of the conclusion of the interviews.
- If you have been unsuccessful at interview, we will normally advise you, in writing, within 2 weeks.
- We will give you constructive feedback on your interview, on your request.

You can obtain a copy of the Council's Recruitment Policy online at www.northlanarkshire.gov.uk

We are committed to meeting these standards and acting on constructive comments received but we recognise that things can go wrong despite our best efforts. We want to know when they do, so that we can examine the problem, correct mistakes where we are at fault, and most importantly, avoid repeating them in the future.

If you are unhappy with any part of the recruitment and selection procedure, you should contact the telephone number given in the advertisement or recruitment information for assistance. Details of the Council's complaint procedure can be found at www.northlanarkshire.gov.uk/index.aspx?articleid=1161

Internal applicants who wish to make a complaint should speak to the Chair of the Recruitment Panel in the first instance.