

Recruitment Complaints Policy

Stramash strives for the recruitment and selection process to have methods that are fair, transparent and free from discrimination, as per Stramash's Equal Opportunity Policy.

As per the Care Inspectorate guidance document ***Safer Recruitment Through Better Recruitment*** (2016)¹, Stramash is obligated to work through a strenuous vetting process throughout all the recruitment stages to ensure that the right person is found for the role.

However applicants, successful or unsuccessful, may feel our recruitment service falls short of expectations. In this case the individual should put their complaint and evidence in writing to:

c/o Senior Management Team
Inverlochy Mains
Old Inverlochy Castle
North Road
Fort William
PH33 6TQ

The complaint, and all accompanying statements and records, will be kept confidential as far as is possible in facilitating a fair and thorough investigation. Whilst the privacy and confidentiality of the individual will be respected, this needs to be balanced with:

- The need for an open and fair investigation
- Appropriate remedial action that may need to be taken
- The outcome of the investigation to be reported appropriately
- Action to be taken to improve the processes and quality of service.

Therefore, the complaint may need to be shared with others who have been involved with the recruitment process and responsible for the design and delivery of said recruitment.

The complaint shall be acknowledged and the individual will receive confirmation of receipt of complaint. A thorough investigation into the complaint will take place. Afterwards a report will be completed, fed back to the Senior Management Team, and then returned to the individual.

¹ [Safer Recruitment Through Better Recruitment \(2016\) Care Inspectorate](#)