



Freedom of Information Act Publication Scheme	
Protective Marking	Not Protectively Marked
Publication Scheme Y/N	Yes ☒ No
Title	Recruitment Appeals Procedure – Standard Operating Procedure
Version	4
Summary	This SOP outlines the recruitment appeals procedure.
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Date created	April 2012
Review date	April 2016

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1. INTRODUCTION

This Standard Operating Procedure (SOP) supports the **PeopleSupport** Recruitment and Selection Policy, and supersedes all previous directions relating to appeals.

The purpose of this SOP is to ensure that all appeals submitted in respect of rejected applications are dealt with in an efficient, effective and consistent manner.

2. APPLICATION

This SOP takes immediate effect. It applies to all applicants to the Metropolitan Police unless it is stated otherwise in the applicable section. It also applies to applicants in internal selection / promotion processes.

All police officers and police staff, including the extended police family, and those working voluntarily or under contract to the Mayor's Office for Policing and Crime (MOPC) or the Commissioner must be aware of, and are required to comply with, all relevant MPS policy and associated procedures.

This SOP applies in particular to all officers and staff who want to appeal against a decision to reject their application.

3. EXTERNAL RECRUITMENT

3.1 Non-Medical Appeals

All appeals against a rejected application must be received within **21** days of the written notification. These should be sent via email (hr.appeals@met.police.uk) on the appeals form found on the Recruitment Website.

Appeals will only be considered where it appears that there may have been:

- **An abuse of process** – defined as either an intentional act or failure to apply Service Policy or the instructions published specifically for the purpose and/or
- **A perverse decision** – defined as a decision, which has not been justified or indicates an error or inappropriate judgement / action by the personnel involved in the process.

The following will **not** constitute grounds for appeal:

- General frustration at non-selection
- The design, structure and content of the selection process
- The fact that the applicant did not perform well on the day
- Disagreement with the awarded scores at the assessment centre or at the interview.
- PCSO/DDO – Competency Based Questionnaire – where there are 9 or more separate spelling, punctuation or grammar errors and / or you have failed on 3 or more competencies.

- PC – Competency Based Questionnaire – where there are 11 or more errors in the standard of written English.

It will be the responsibility of the Business Development Unit (BDU) to vet all appeals to ensure that the grounds of appeal fall within the terms of the appeal process. In cases where the grounds for appeal do not fall within the terms of the process the BDU will write to those applicants to advise them accordingly.

All appeals (that fall within the criteria detailed above) will be acknowledged by the BDU and the appeals process will be adhered to.

A Senior Manager (who has not had any previous dealings with the application) will make a final decision regarding the outcome of an appeal.

The appellant will receive the result of their appeal in writing.

Appeals against a refusal of a vetting clearance should be sent to the BDU in the first instance via the Appeals form stated above.

It is intended that appeals are dealt with within **21** days, however due to vetting processes; vetting appeals should be undertaken within **28** days of receipt. If a delay seems likely, the BDU will send a letter or email to the candidate informing them that the review is still ongoing.

The decision will be final and the appeal unable to be progressed any further.

3.2 Medical Appeals

All appeals against a rejected application on medical grounds must be received within **21** days of the written notification. These should be signed and sent via post (address available on appeals form) on the appeals form found on the Recruitment Website for external candidates, or by completing the Recruitment Appeals service request if internal candidate, within **21** days of the date on the written notification of the selection process result.

All appeals will be acknowledged by the Medical Administrator and reviewed by a Medical Officer who did not make the original assessment. The appeals will be assessed in conjunction with current medical standards. The candidate will be notified of the outcome or progress of the appeal within **21** days. Further information and assessment will be undertaken as necessary.

3.3 Appeals lodged where the applicant feels that they have been unfairly treated in relation to reasonable adjustments connected to the disability.

All appeals in respect of applications that have been rejected as a result of it not being possible to make reasonable adjustments to the roles of Regular Police Officer, Special Constable, Transfers/Rejoiners, Extended Policing Family and Police Staff should be sent by either emailing to hr.appeals@met.police.uk on the appeals form found on the Recruitment Website if an external candidate or by completing the Recruitment Appeals service request if an internal candidate, within **21** days of the date on the written notification of the selection process result.

All requests will be dealt with by the Business Development Manager and the following procedure will take place:

The advice received from the **PeopleSupport** Recruitment Medical Section will be reviewed to ascertain what adjustments are considered necessary to allow the applicant to enter the Service.

Any documentation, including the reasons for not being able to make the necessary adjustments, will be reviewed by a chosen panel, which may comprise of one or more of the following, depending on the requirements of the case:

- SMT member / local appellant authority
- Medical Officer
- Police Officer from the operational side (TP, SO, SCO, etc.)
- Relevant **PeopleSupport** Senior Recruitment Manager
- **PeopleSupport** Business Development Manager
- Expert Advisor

The applicant may be invited to attend the appeals panel to give both the applicant and the appeals panel the opportunity to explain their particular cases.

It is the responsibility of the BDU Manager to advise the applicant of the outcome of their appeal in writing.

4. INTERNAL SELECTION

4.1 PeopleSupport Recruitment and Selection Service Centre (RSSC)

The **PeopleSupport** RSSC will coordinate the selection processes for any role advertised internally across the MPS (except detective selection and police officer promotions). Appeals will only be considered on the same grounds used for external appeals, see section 3.

If the role applied for was advertised via iRecruitment then the appellant must complete the Recruitment Appeals service request to submit an appeal within **21** days of the date on the written notification of the selection process result. This should only be activated after the receipt of appropriate feedback.

The **PeopleSupport** BDU will inform RSSC of any appeal to prevent any appointments until the outcome of the appeal is finalised. If the appeal is in relation to the selection process up to and including initial paper sift completed by RSSC then the appeal will be dealt with by BDU. If the appeal relates to any part of the selection process post initial sift then the appeal form will be forwarded to the designated appellant authority. The relevant client (who requested the initial recruitment process) must ensure that the appeal is correctly handled and at least ensure the following:

- The appointment of a local appellant authority to review the appeal who must not have been involved in the original selection decision.
- The appeal must be reviewed on the grounds specified in section 3.

In all cases, the decision made by the BDU / local appellant authority will be final.

It should be noted, that it is not appropriate to use the Fairness at Work Procedure when there is an avenue of appeal.

Appeals will normally be dealt with within **21** days of the date of receipt, however due to vetting processes, vetting appeals should be undertaken within **28** days of receipt. If a delay seems likely, the **PeopleSupport** BDU will send a letter or email to the candidate informing them that the review is still ongoing.

In all cases, appeals will only be upheld if it can be shown that one or more of the grounds of appeal have taken place. This would have to have altered the original recommendation or selection decision. The candidate therefore, must show that they would otherwise have been recommended or selected.

Intra B/OCU movements and selection decisions are not dealt with by RSSC, and therefore the appeals will be handled locally.

5. RESPONSIBILITIES

The ownership of this Standard Operating Procedure resides with the Director of **PeopleServices**.

Responsibility for implementing and reviewing the SOP rests with the **PeopleSupport** Recruitment.

Responsibility for monitoring this SOP rests with **PeopleSupport** Recruitment.

6. ASSOCIATED DOCUMENTS AND POLICIES

PeopleSupport Recruitment and Selection Policy
Medical Standards and Screening SOP
Equality Act 2010
Equality Policy