



Introduction:

Lancaster City Council, Human Resources & Organisation Development Service, is committed to providing an efficient recruitment service to every job applicant. To us, quality means meeting the needs of those who use our Service.

From time to time, we may contact job applicants for their assessment of the service they have received. Should you be contacted by us, your assistance will be much appreciated and the information you give us will be used to continually improve our Service.

We are committed to provide the following standards of service:

- We will send out application forms and further details for vacancies by 1st class post and within two working days of a request being received.
- We will send a job description, person specification and as much supporting information as possible about the vacancy with requested application forms.
- Wherever possible, we will include within the body of a job advertisement the proposed week when the interviews will take place, but, in any case, we will strive to ensure that shortlisted candidates are given a minimum of five working days notice of the interview.
- Every candidate who is interviewed will be contacted individually to inform them of the outcome of the interview no later than three working days after the interviews have taken place.
- Candidate's who have not heard from us within three weeks of the closing date should assume that their application has been unsuccessful.
- We will ensure that interview expenses are paid as soon as possible but no later than two weeks after the interview date (except for the successful candidate who will receive theirs on their start date).
- We will strive to ensure that requests for feedback are responded to within ten working days. Requests for feedback must be made within 6 weeks of the closing date for the vacancy or within 6 weeks of the interview date for interviewed candidates.
- We will ensure that an offer letter is sent to the successful candidate within two working days of them receiving a verbal offer. Either a conditional or unconditional offer will be made depending on whether health clearance and references, both of which are deemed to be satisfactory by the City Council, have been received.

If you feel that we are not meeting the above standards of service then we would like to hear from you. Please telephone us on 01524 582077 or email recruitment@lancaster.gov.uk.