

## Presland Care Ltd.

*'Care Without Compromise'*

- It is our policy that only trained and competent individuals participate in the recruitment process.
- If you are unsuccessful at the interview stage, we will wherever possible inform you immediately. If this is not possible we will notify you either orally within 3 working days or by letter within 5 working days.
- If you are unsuccessful, we will provide feedback on request as to why you were not successful.
- **HELPING US TO ACHIEVE OUR AIM**

We are striving to achieve and maintain high standards in our recruitment process and this charter is part of that process. We accept that there is always room for improvement and would welcome any constructive comments you may have.

To aid the process you are asked to:

- Ensure that the application form and any associated paperwork is completed fully and without undue delay.
- Notify us of any significant change, i.e. change of address, if you withdraw your application or unavailability for interview.
- **EQUAL OPPORTUNITIES**

Presland Care operates an equal opportunities policy and approach to recruitment and all other aspects of employment.

### **Where to send your comments:**

All constructive feedback would be Welcome, please write in confidence to:

John Grantham  
Managing Director  
Presland Care, Kent Space, 6-8 Revenge  
Road, Lordswood, Kent ME5 8UD

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Presland Care has developed this Recruitment Charter to provide a series of standards, covering all areas of the recruitment & selection process.

**It is intended to provide you with information about what to expect when you apply for a job.**

Our aim is to make applicants aware of the standards relevant to their application and to be judged by our achievement against them.

If you have any comment to make about the standards in general or the treatment of your application in particular, please let us know.

At the end of this leaflet you can find out how to help us improve the service and where you can write to, in the strictest confidence, to make your feelings known.

## Initial Advertisement

You will have been given information about the job, hours of work, salary, skills, experience required and where to obtain further information.

Where appropriate there will have been, not just a closing date, but also an interview date, to allow you to plan ahead, should an interview be offered.

## Application Request

You should have received your application pack within 3 working days of your initial enquiry.

The pack will have included a covering letter, further details about the post, a job description & person specification, to aid your decision as to whether you wish to proceed with the application.

## Unsuccessful Applications

At the interview stage we will write to you to let you know if you have been successful or not.

## Informal discussion

- Where we offer the option of an informal discussion, this does not place any obligation on you it is simply to assist your decision on making an application. It does not form part of the selection process.
- If you telephone the named person and they are not available, your call will be returned within 3 working days.
- You may take up this option at any time during the period up to the closing date.

## Interviews

- Interviews will normally be held within 15 working days of the closing date. We will provide you with at least 5 working days notice of an interview date.

## Data Protection

**At all stages of the process, your information will be treated in the strictest confidence and the information you provide will be used for the purpose of assisting Presland Care in the decision-making process, in relation to appointing to a specific post.**