

# RECRUITMENT CHARTER – INITIAL POLICE RECRUITS

Our purpose is to work with the people of Hertfordshire to achieve safety, justice and reassurance for all. We strive to deliver the best possible service to our communities, and our service commitments let you know what you can expect from us and how you can work with the Constabulary in the most effective way.

- If requested by phone, an application pack will be despatched to you within two working days of your request
- An acknowledgement card will be sent to you within two working days of receipt of your application.
- Your application will be shortlisted within six weeks of receipt
- If there is a query on your application e.g. tattoos, convictions or cautions or financial status we may contact you for further information. If this is the case your application will be shortlisted within two weeks of your query being resolved
- If your query cannot be satisfactorily resolved your application will be rejected and you will be informed of this in writing
- If you do not pass at the shortlisting stage you will receive this information in writing with a feedback report. You will not be able to submit another application to any Home Office Police Force for a period of six months
- If you do pass this will be confirmed in writing and you will be given a place on the next available assessment centre. You will be given at least six weeks notice of this
- If you cannot make the date you have been assigned please inform a member of the recruitment team immediately. If you do not attend and have not given a valid reason then your application may be withdrawn
- You will receive the results of the Assessment Centre within three weeks. This will include a feedback report. If you have not passed you will be unable to reapply to a Home Office police force for a period of six months
- If you wish to appeal the result please refer to the guidance provided by Centrex which you would have received prior to the assessment centre
- If you have been successful at this point you will be sent a pack of information to complete and return as soon as possible. You will also be given a named contact within the recruitment team who will be responsible for your file
- At this stage we will undertake security checks, contact your current employer and any other employers covering a full five-year period to obtain references. You will also be invited in for a full medical which will be organised by our Occupational Health Unit. Our Occupational Health Unit will contact you directly when it is time for your medical appointment, so please be patient
- You will be invited in for a fitness test eight weeks before your proposed start date. At this stage your start date will still be subject to your file being complete and is not guaranteed
- If any of the checks undertaken are not satisfactory and it becomes necessary to withdraw your offer of employment you will be informed of this in writing. It may not be possible for us to disclose the reasons behind this
- Once all of your checks have been satisfactorily completed you will be contacted
- Do not serve your notice to your employer until you have heard from a member of the recruitment team and have been advised to do so
- Within three working days of this you will receive your final offer letter

## COMPLAINTS AND APPEALS

If at any stage of the recruitment process you would like to make a complaint or appeal a decision that has been made, please put this in writing for the attention of:

**Claire Fordham, Recruitment Manager, Hertfordshire Constabulary HQ, Stanborough Road, Welwyn Garden City, Hertfordshire AL8 6XF**