

RECRUITMENT CHARTER – SPECIAL CONSTABLES

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
- If you submit a paper application you will receive an acknowledgement card. If your application is completed on-line your acknowledgement will be delivered via e-mail
- Your application will be shortlisted within four 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
- If you do not pass at the shortlisting stage you will receive this information in writing. You will not be able to submit another application for six months
- If you do pass, this will be confirmed in writing and you will be given a place on the next available Police Initial Recruitment Test. You will also be sent security and medical forms for your completion
- 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 If you do not attend and have not given a valid reason then your application may be withdrawn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 Police Initial Recruitment Test on the day
- If you have been successful you will be invited to interview and you will be asked to bring with you your completed security and medical forms. Please ensure that your medical questionnaire is sealed in the envelope provided. You will also be given a named contact within the recruitment team who will be responsible for your file
- If you do not return your medical forms at the interview please send them to the Recruitment Team, not Occupational Health, as soon as possible.
- Please ensure that the medical forms are returned as soon as possible as any delay may affect your start date
- You will be given a proposed start date but this is not guaranteed
- If you are successful at interview your security, medical and reference checks will be completed. If any of the checks undertaken are not satisfactory and it becomes necessary to withdraw your offer you will be informed of this in writing. It may not be possible for us to disclose the reasons behind this
- 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
- When a medical appointment is made for you it is vital that you attend. If you do not attend and have not given a valid reason then your application may be withdrawn
- Once all of your checks have been satisfactorily completed you will be contacted and given a firm start date for your training
- 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