# The following illustrates three possible scenarios under the feedback and complaint process:

#### Option #1:

An unsuccessful screened-in candidate requests feedback.

#### Step 1

The unsuccessful screened-in candidate has up to 30 calendar days after the status on www.gnb.ca/jobs changes to "position filled" to request feedback.\*



### Step 2

Department has up to 30 calendar days to provide the feedback.

#### Option #2:

An unsuccessful screened-in candidate requests and receives feedback.

The unsuccessful candidate believes that favouritism played a part in the hiring decision, and decides to make a complaint based on favouritism.

#### Step 1

The unsuccessful screened-in candidate has up to 30 calendar days after the status on www.gnb.ca/jobs changes to "position filled" to request feedback.\*

### Step 2

Department has up to 30 calendar days to provide feedback.

## Step 3

The candidate has up to 15 calendar days to make a complaint to the departmental deputy head, in writing, alleging the appointment was based on favouritism.

## Step 4

The deputy head has up to 15 calendar days to respond to the complaint in writing.

# Step 5

If the candidate is not satisfied with the response of the Deputy Head, the candidate may file a complaint with the Ombudsman within 30 days from the date on which they receive a response from the Deputy Head under step 4.

#### Option #3:

An unsuccessful screened-in candidate decides to make a complaint to the deputy head alleging the appointment was based on favouritism, without requesting feedback.\*

#### Step 1

Candidate has up to 45 calendar days after the status on www.gnb.ca/jobs changes to "position filled" to make a complaint to the departmental deputy head in writing alleging the appointment was based on favouritism.

### Step 2

The deputy head has up to 15 calendar days to respond to the complaint in writing.

# Step 3

If the candidate is not satisfied with the response of the Deputy Head, the candidate may file a complaint with the Ombudsman within 30 days from the date on which they receive a response from the Deputy Head under step 2.

