

Personal details redacted as Section 40 (2) of the Freedom of Information Act applies – Personal Information

UNIVERSAL JOBMATCH – COMPLAINTS FROM COMPANIES

This note covers comments/complaints from companies about Universal Jobmatch.

1. Company has a technical problem accessing Universal Jobmatch using User ID and password

- Go to Universal Jobmatch - <https://www.gov.uk/advertise-job>
- Click on 'Start Now'
- On the 'Welcome to Universal Jobmatch' screen click on 'Help - FAQs' at the bottom of the page'
- Under **How can I request help?** there are instructions to contact the appropriate helpdesk.
- Once these have been followed the appropriate helpdesk will make contact via email to resolve the problem

2. Company wants to make a general comment/complaint about quality, functionality or policy decisions around Universal Jobmatch

Companies may comment/complain through the following routes:

- When they are logged into the service, click on 'Contact Us' on the bottom bar of the Universal Jobmatch page and follow process on screen. If none of the categories on the drop-down list apply, click 'other'.
- Ring or call into the Jobcentre
 - If they have internet access – advise to register their comment/complaint online via the Universal Jobmatch 'Contact Us' (as above)
 - If they don't have internet access – advise to ring the Managed Account Service, where they can also get help to set up a Universal Jobmatch account and post jobs
- Ring the Managed Account Service (formerly Employer Direct)
 - **ED agents should respond to the complaint using the lines to take and / or DQ: Lines to Take under review by [REDACTED] to confirm whether they can be added tomorrow**
 - Offer any appropriate help to set up a UJ account and/or take a job posting
 - Refer the complaint issue to the helpdesk **using the DWP Service Desk Contact Us** guidance and form (as per the information in Implementation Memo UJ 018 – para. 2 16/11) if no other alternative available with full details of the complainant, their complaint and any action taken to resolve the issue.
- If the company wishes to write or email their comment/complaint without logging into the service they should use the 'Help - FAQs' route as [in paragraph 1 above](#).

