



4B. TIP SHEET 5: GIVING FEEDBACK TO APPLICANTS

Giving feedback to applicants on whether they got the role is so important. Not only does it help applicants be informed on whether they got the role, it helps to improve the application experience for potential volunteers and it leaves a good impression.

Informing applicants whether they were successful in getting the role could be done over the phone or over email. If you are contacting a lot of people early in the recruitment process, then an email would probably be acceptable. However, if the applicant has progressed through to the interview stage of the recruitment process, providing them feedback over the phone will be better received because it is more personal and sends a signal that you are invested in them. Remember, they took the time out of their day to meet with you, so you should respond in kind.

Giving feedback to an unsuccessful applicant can be challenging. Before having that conversation, consider whether there are other types of roles in your group that they could fill. Regardless of whether the applicant was successful in applying for a role, here are some tips on how you can provide applicant feedback:

1. PROVIDE FEEDBACK PROMPTLY

If you are to give applicant feedback, you need to give it promptly. As soon as the selection process is over, let the applicants know what your decision is. Do not leave the applicants waiting around.

2. SHOW GRATITUDE FOR THE APPLICATION

Express your gratitude. Thank the applicant for their interest in volunteering. Let them know that you appreciate the time they took to apply or participate in an interview.

3. ACKNOWLEDGE THEIR STRENGTHS

Acknowledge any strengths that you noticed during the interview. If the applicant is successful, explain how his or her strengths will contribute to the group.

4. PROVIDE SPECIFIC REASONS

If you are not offering the applicant a place in your volunteering group, provide specific reasons why they are not a good fit. Try not to be too negative or personal, but instead focus on how their skills or experience might not make them a good fit for your group and explain why that is.

Be empathetic when giving this feedback and keep a polite and compassionate tone.

5. RESPOND TO FOLLOW UP QUESTIONS PROMPTLY

If the applicant has any further questions or inquiries, respond to them promptly and professionally. Applicants are likely to reapply with your group in the future if they have the necessary information, so never burn your bridges as they may be a good fit for the role, or a different role, in the future.





6. END POLITELY AND COURTEOUSLY

Lastly, thank the applicant for their time and efforts. Show respect by wishing them well with their future endeavours. If applicable, you can also inform them when the next recruitment round is and let them know that they can apply again if you are interested in having them in your volunteering group.

7. NEXT STEPS

For successful applicants, once you have given them feedback on their strengths and responded to any questions they might have, explain to them what the next steps are and get them onboarded as soon as possible (see the **Supporting New Volunteers in Emergency Services** module).

Thank them for their time and efforts for going through with the process and let them know that you are excited for them to be a part of your team.

