

## **Complaints about our service**

We aim to provide good service to all those who seek our help and advice. We welcome any and all comments about the way that we have dealt with you or handled your complaint referral. We treat all of this feedback seriously, looking to see whether we can improve the service that we offer to future customers. If you are unhappy with the standard of service you have received from our office, this leaflet explains how to make a complaint.

The ICR's response to your complaint referral is the last step of review and brings matters to a close. We do not operate an appeals procedure and it will not be possible for this office to undertake a further review of the complaint itself once this response has been given. This is because the ICR is the most senior person within this office to whom your concerns can be referred. However, if you have new information that you wish to be considered, please send it to us as soon as possible.

### **How to complain about the standard of service you have received from us**

Complaints about our service can be made verbally or in writing by letter or e-mail. In the first instance, complaints can be addressed to our Complaints Officer who will ensure that the matter is dealt with as quickly as possible and who will be able to answer any questions you may have.

We aim to resolve all complaints about our service as quickly as possible through an immediate and positive response. Where this is not possible, complaints will be fully considered and investigated, and answered openly and honestly.

Where we cannot resolve matters immediately, we make the following commitments:

We will respond in a timely, efficient and courteous manner.

1. We will acknowledge your complaint within 24 hours of receipt.
2. The ICR will respond personally to your complaint within 1 week.
3. If the ICR is unavailable, a preliminary response will be sent to you by our Office Manager. This will be followed by the response from the ICR as soon as practicable thereafter.

4. You need have no fear that the current or future service that you receive from this office will be in any way compromised.
5. We will seek to use any lessons learned from your experience to inform the way that we respond to others in the future.