

COMPLAINTS PROCEDURE 2010

Stage 1

- All complaints will be referred to the Director of Service Delivery (the DSD).
- The DSD may use resources within the organisation including professional supervisors
- An acknowledgement will be sent within five working days.
- This will be accompanied by a leaflet outlining what will be within the Director of Service Delivery's remit. The DSD may also send a complaint form if that is appropriate.
- The DSD will have ten working days after the date of the acknowledgement to provide the complainant with a response.

Stage 2

- Should the complainant be dissatisfied with the reply and tells IDRS about that within four weeks of receipt of the Director of Service Delivery's reply, the complaint can be escalated to the Managing Director (the MD).
- The MD will send an acknowledgment within five working days of receipt of the escalated complaint.
- The MD can access additional resources available within the organisation, including obtaining relevant professional advice
- After investigation, the MD will provide the complainant with a response within one calendar month of the date of the acknowledgement letter.

Stage 3

- If the complainant is dissatisfied with the IDRS final response to a complaint, it can be escalated to the Independent Complaints Reviewer (the ICR). The complainant has four weeks in which to ask IDRS for the complaint to be referred to the ICR. The MD has the right to refuse such a referral but will not do so unreasonably.
- On receipt from IDRS of the escalated complaint the ICR must acknowledge within five working days.
- If the complaint falls within the remit of the ICR, he/she will then produce a chronology, carry out an investigation and produce a final report.
- The ICR has one calendar month from the date of the acknowledgement in which to provide the complainant with his/her report.
- A copy of this report, together with recommendations will be sent to the MD and the Chairman of IDRS.

COMPLAINT FORM

Section 1 – Personal Details

| | |
|-------------------|--------|
| Name: | |
| Address: | |
| Daytime Phone No: | Email: |

1(a) If you are complaining on behalf on someone else, give your details below:

| | |
|-------------------|--------|
| Name: | |
| Address: | |
| Daytime Phone No: | Email: |

Section 2 – IDRS Case Details

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|-------------------|
| Case Title: |
| IDRS Case Number: |

Section 3 – Have you already complained to IDRS?

Yes No

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|---------------------------------------|
| If yes, give details of when and how: |
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Section 4 – Outline details of your complaint

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Section 5 – How have you been disadvantaged as a result?

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Section 6 – What outcome do you hope for?

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Sign:

Date:

What can you expect from IDRS?

IDRS aims to:

- acknowledge your complaint within 5 working days
- meet its own published service standards
- keep you informed on the progress of your complaint
- send you a full reply within the agreed timescales for each stage
- ensure that its consideration of any complaint you may make during the conduct of your case will not influence or change the outcome of that case in any way

Legal Rights

This complaints procedure will not affect your statutory rights.

What information should you provide for IDRS?

If you wish IDRS to investigate your complaint, you should include the following information at least:

- your name, address and contact details
- your IDRS enquiry or case reference number
- whether you have already complained to IDRS on this matter
- full details of your complaint or a completed complaint form
- how you have been disadvantaged as a result
- what outcome you would hope for

How to Contact IDRS:

The Director of Service Delivery
IDRS Ltd
24 Angel Gate
City Road
London
EC1V 2PT

Phone: 020 7520 3800

Email: complaints@idrs.ltd.uk



COMPLAINTS

PROCEDURE

Introduction letter

We believe that the people who use our services must be at the heart of all our processes. All staff members are trained and encouraged to treat our customers with respect at all times, giving them appropriate advice and help in order to use our services to best effect.

We aim to resolve your disputes fairly and in a timely way, without compromising our core values of independence, integrity and impartiality.

Applying those values means that we must ensure that the person we appoint to resolve your dispute can act professionally and in a completely neutral way. Therefore we will not investigate any complaint that we consider is solely aimed at trying to either influence or change such a decision.

To fulfil our commitments to our customers we regularly seek their views on our performance and respond accordingly. Whilst we strive always to provide excellent service to all of our customers we know that occasionally something might go wrong. When that happens, we want to be able to learn from the experience and to improve our processes for the future. We also want to make amends for any disappointment that you, our customer, may feel as a result.

Allan Connarty
Managing Director

IDRS Complaints Procedure 2010

Flow Chart

Stage One:

DIRECTOR OF SERVICE DELIVERY



RESPONSE TO COMPLAINT

Three weeks

*Stage Two:



MANAGING DIRECTOR



RESPONSE TO COMPLAINT

Five weeks

*Stage Three:



INDEPENDENT REVIEWER



FINAL REPORT

Five weeks

Customer

MD

Chair

*** Note: Should you wish to escalate your complaint you must let us know within 4 weeks of receiving our response**

What can be investigated

IDRS can only investigate complaints that involve poor administration or service performance, such as:

- Delays
- Poor or misleading advice about IDRS services
- Staff behaviour, including discourtesy
- Failure by an arbitrator/adjudicator/mediator to follow IDRS rules / procedures
- Not answering your complaint fully or promptly
- Failure to apologise for mistakes

What cannot be investigated

IDRS cannot investigate:

- Decisions made by an arbitrator /adjudicator
- Decision process of the arbitrator / adjudicator
- The content or validity of the procedures, rules, or timescales for any dispute resolution or redress scheme that we provide