

Office of the Independent Anti-Slavery Commissioner

Complaints Procedure

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If you are dissatisfied with the service you receive from us, you can contact the Independent Anti-Slavery Commissioner's Office.

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What is a complaint?

The Independent Anti-Slavery Commissioner's office defines a complaint as an expression of dissatisfaction with the services provided by those working in the Anti-Slavery Commissioner's office.

This is not the same as general correspondence from members of Parliament, the public expressing disagreement with a policy, or requests under the Freedom of Information Act.

How to make a complaint

You can email us at: iasc@iasc.independent.gov.uk

Or write to us at:

Office of the Independent Anti-Slavery Commissioner
5th Floor, Globe House
89 Eccleston Square
London
SW1V 1PN

You can also telephone the IASC office switchboard on +44 (0) 203 513 0475. They may need to ask for more information to establish the nature of your enquiry. This is to help you.

When you contact us, please give us full details and include information (if you have it) about the part of the department you felt provided a dissatisfactory service. Please also provide us with the following details:

- The area of the IASC office to which your complaint refers and a contact name (if you have one)
- Information on whether it is an original complaint or a follow-up to a reply you were not satisfied with
- A clear description of the complaint and what you would like us to do to sort things out

- Your full postal address, phone number and e-mail address (if you have one)

We aim to respond to you within 20 working days.

What happens next?

If you complain in writing, we aim to respond within 20 working days. If it is not possible to give you a full reply within this time (for example, if your complaint requires more detailed investigation), we will tell you what is being done and when you can expect a full response.

We will acknowledge where things could have been done better and tell you what will be done to avoid the same thing happening again. Equally, if we do not uphold your complaint, we will let you know why.

Our response to you will include details of what to do if you believe your complaint has not been dealt with properly. You should start by contacting us again and asking for your complaint to be passed on to a more senior member of staff.

If you remain unsatisfied, you can also ask us to refer the complaint to the Independent Anti-Slavery Commissioner for further examination.