

SERVICE USER STANDARDS



The ICGS is a complainant-led service which is available to everyone within the Parliamentary community. It provides independent investigations into complaints, as well as advice and support for those who are considering whether to make a complaint.

We understand that making a complaint and going through an investigation can be challenging. That is why we have established service standards as our commitment to guiding you through this process with care and professionalism. We will measure our success by gathering feedback from service users to ensure we continually meet these standards.

These standards are:

1. We will always treat you with respect and courtesy.

2. If you make a complaint, we will contact you within one working day of your complaint being received from the helpline.

3. We will provide you with a named point of contact who will guide you through the process and answer any questions you may have.

4. We will make any reasonable adjustments required to ensure that the scheme is accessible and enables you to participate fully.

5. We will ask you how you want to be contacted and keep you informed about the progress of the complaint in communications that are easy to understand, avoiding jargon and technical language.

6. We will ensure you are offered support through appropriate resources and referrals, if needed.

7. In order to process your case as quickly as possible, we ask that you respond within five working days when requested for information or action.

8. We will seek feedback from you at the end of the process to ensure we are continually improving our service.

9. We will keep any information we have about you safe and secure and will use it only as described in our privacy notice.
