Complaints Process

Complaint Received – Must include full name and address (Within 7 working days) The Independent Complaints Panel (ICP) Chair reviews the complaint and concludes; 1. Complaint is within the remit of the code – Conformation of acceptance issued 2. Additional information is required before complaint can be accepted — Request issued **3.** Complaint is outside the remit of the code – The complainant is notified stating reason 2.1 Review by Chair 1. Complaint accepted 2. Information required Within 7 working days Subject of the complaint The complainant is the Chair reviews the notified & given 14 requested to provide original complaint along additional information working days to supply with any additional any evidence against the and given 14 working information supplied allegation or to provide days to respond detail of any mitigating circumstances 1.1 Complaint to ICP The ICP consider the complaint & any evidence provided by both parties 1.2 Minded to Uphold **Complaint Not Upheld** The ICP conclude the The ICP believe the promotion did not promotion may have breach the code or is breached the code & outside the remit of the moves to the final Code – both parties are notified of the decision consideration stage 1.3 Final Consideration 1.4 Complaint Upheld The ICP conclude the The subject of the complaint is offered an promotion breached opportunity to provide the code & find against

NOTE: The ICP is made aware of all complaints received and the outcome of the initial review.

the subject of the

complaint - both

the decision

parties are notified of

additional information &

/ or present to the ICP in

working days to respond

person & given 14