

IPSA Service: complaints procedure

1. What the procedure covers

The IPSA complaints procedure covers all formal complaints relating to:

- **IPSA's services; or**
- **the delivery of IPSA's services**

and how you can expect your complaint to be dealt with.

If you have a concern, or complaint that does not relate to IPSA's services, please see section 4.

2. How to make a complaint

If you feel you have not received the standard of service you expect or that IPSA is not providing an adequate service in a particular area, you should contact us in writing, clearly indicating that you want your e-mail or letter to be treated as a complaint.

If you wish to make a complaint during the course of a telephone call, you will be asked to follow this up in writing.

Complaints can be sent by email to:

info@parliamentarystandards.org.uk

or by post to:

Independent Parliamentary Standards
Authority
Portland House
Bressenden Place
London SW1E 5BH

Please mark your letter or e-mail: **Formal complaint.**

How long will it take to consider my complaint?

We aim to respond to all complaints within ten working days. In certain cases it may take longer to deal with your complaint. If so, we will write to you to advise you of this.

3. The complaints process

All complaints will be thoroughly and fairly investigated, in the first instance by the Team Leader or Manager of the relevant section.

We will consider:

- what problems you experienced; and
- whether your complaint should be upheld.

If your complaint is upheld, we will further consider:

- the cause of the problems you experienced;
- what actions, if any, could have been taken to avoid these problems;
- what actions, if any, should be taken to avoid such problems occurring in the future; and
- whether the problems you experienced need to be reported to other parties.

You will be provided with a full response setting out any relevant points arising from the investigation, explaining what conclusions we have reached, and what actions we have taken as a result.

If you are not satisfied with the response, you may ask for your complaint to be escalated. It will then be dealt with by the relevant Director or, if the circumstances warrant, by the Chief Executive.

What the procedure does not cover

- **The MPs' Expenses Scheme.** Comments and complaints about the Scheme will be considered as part of the annual review process.
- **Claims not paid and requests for reviews of claim determinations.** MPs may request a review of a claim determination via the online expenses system. If an MP is not satisfied with the outcome of that review, the route of appeal is to the Compliance Officer.
- **Inappropriate claims.** If you believe an MP has made an inappropriate claim, you should contact the Compliance Officer.
- **Freedom of Information.** If you are not happy with a response to a Freedom of Information request, you can request an internal review. If you are not satisfied

with the outcome of the internal review, you should write to the Information Commissioner's Office.

- **Any matters relating to the Compliance Officer, the Compliance Officer's work or investigations.** On these matters, you should write directly to the Compliance Officer (contact details below).

4. Useful contacts

The **Compliance Officer** has statutory responsibilities for:

- a. reviewing decisions by IPSA to refuse an MP's expense claim in whole or in part; and
- b. conducting investigations if he has reason to believe that an MP may have had an expense claim reimbursed under the Expenses Scheme that should not have been paid.

The Compliance Officer may not investigate complaints about IPSA's service. For more information regarding the Compliance Officer please visit www.parliamentarycompliance.org.uk

To contact the Compliance Officer, please write to:

Compliance Officer for
IPSA 7th Floor Portland House
Bressenden Place London SW1E 5BH

Tel: 0844 225 0036

Or email: compliance@parliamentarystandards.org.uk

The **Information Commissioner** can help you if you have concerns about data protection or are dissatisfied with the result of a Freedom of Information Request:

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF

The **Parliamentary Commissioner for Standards** is responsible for maintaining and monitoring the Register of Members' Financial Interests, advising MPs about the rules, monitoring the operation of the code of conduct that applies to MPs, and investigating complaints against MPs.

The Commissioner provides advice on the MPs' code of conduct and investigates complaints alleging that MPs are in breach of the code:

Office of the Parliamentary
Commissioner for Standards
House of Commons
London
SW1A 0AA

5. Further information

If you have any questions about our our complaints procedure, please write to us at info@parliamentarystandards.org.uk, or call our information line on 020 7811 6400.