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## Complaints about our service

The Commissioner and her team aim to make our service efficient, accessible and fair. We hope that, whatever the outcome of your case, you will be satisfied with the level of service we provide. However, we know that sometimes things can go wrong. Please tell us if this happens, so that we can put things right and learn from any mistakes. We would like to hear from you if you feel dissatisfied with any aspect of our service, for example, how we have communicated with you, any delay in our process, or concerns about accessibility adjustments.

If you are not happy about an aspect of our service, you can email us at [complaints@frccommissioner.org.uk](mailto:complaints@frccommissioner.org.uk). Please put 'Service Complaint' in the subject line and set out your concerns. We will consider your concerns about the service we have provided and write to you with our response within 10 working days. Where we find that things have gone wrong, we will tell you what we have done to put them right. If you are dissatisfied with our response you may refer your concerns to our Chief Operating Officer. Either she or the Commissioner as appropriate will send you a further response. Their decision will be final.

We will only consider issues of service quality under this process. Issues relating to the merits of your case, for example what information was considered relevant to the outcome of your complaint, the approach taken to our review, or the decision on your complaint, will not be considered under the service complaints procedure.

Complaints about our service must normally be made within two months of the date on which we told you that our process has been completed or your file has been closed for any other reason.

November 2020