

## Purpose

1. At IPSA we aim to enable MPs to focus on what really matters by providing an exemplary, seamless regulatory service. This means supporting MPs to get it right first time, so that they can focus their time on supporting and representing their constituents. It also means providing the public with the information they need to have confidence in how taxpayers' money is used by MPs.
2. We aim to get it right first time, but when we make mistakes we learn from them. Your feedback helps us improve our services for you and others. You may wish to complain about our service or decisions, and this guidance explains how to give us feedback, how we will handle it and what you can expect from us.
3. Please discuss your feedback with your account manager or send it to us via [feedback@theipsa.org.uk](mailto:feedback@theipsa.org.uk). If you would like to give your feedback in person, please email us and we will arrange to speak to you.

## Principles

4. When we receive feedback, we will:
  - listen, to make sure we fully understand your feedback or complaint
  - respond to your feedback promptly, investigate what happened, and explain what we find
  - be open with you, apologise if we've made a mistake and put it right
  - use your feedback to improve and to prevent future problems

## Feedback and complaints IPSA can handle

5. We can deal with your feedback if:
  - you want to tell us about something we got right or make a suggestion about how we could improve our service
  - you think we've made a mistake, or a problem has not been resolved to your satisfaction
  - you want to complain about our service or a decision we've made
  - you want to complain about the handling of your FOI request (see below)
6. If you are a member of the public, including the media, and you want to make a complaint about an MP's business costs, you should contact [IPSA's Compliance Officer](#) by email to [compliance@theipsa.org.uk](mailto:compliance@theipsa.org.uk). The Compliance Officer is independent of IPSA and MPs and will make an independent decision in response to your complaint.

## Feedback and complaints IPSA cannot deal with

7. There are some complaints we cannot deal with at IPSA.

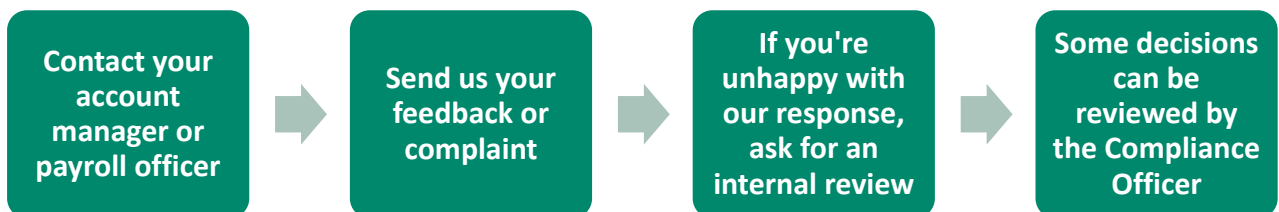
### Complaints about MPs' registration of financial interests, behaviour, or conduct

8. IPSA is not responsible for investigating complaints relating to the registration of financial interests held by MPs or for investigating of allegations that MPs' behaviour has breached the rules set out in the [House of Commons Code of Conduct](#) or the Ministerial Code.
9. If you are a member of the public, including the media, and want to make a complaint about an MP's registration of financial interests or behaviour, you should contact the [Parliamentary Commissioner for Standards](#) by email to [standardscommissioner@parliament.uk](mailto:standardscommissioner@parliament.uk).

### Complaints under the Independent Complaints and Grievance Scheme

10. If you are an MP Staff Member or other person entitled to make a complaint under the [Independent Complaints and Grievance Scheme](#).

## How to give us feedback or complain



### Contact your account manager of payroll officer

11. If you are an MP or MP staff member, the quickest way to give us feedback or tell us about a problem is to contact your account manager or payroll officer, who are the best people to look into and resolve any problems straight away.
12. Our teams will ensure that any feedback or complaint received, whether by email, phone or in person, is recorded and responded in accordance with this policy.

### Send us your feedback or make a complaint

13. Alternatively, if you want to give us feedback or make a complaint, please email us at [feedback@theipsa.org.uk](mailto:feedback@theipsa.org.uk) to tell us:
  - what happened and when
  - what you'd like us to do to put things right
14. We will record your feedback or complaint and allocate it to one of our team who will acknowledge receipt within two days.

15. We will carry out a proportionate investigation to find out what happened and why and will respond to you in writing within five days. If the matter is complex, it might take longer than five days, so we'll let you know the expected timescales. It's often helpful to talk through issues with the person affected, so a meeting or call may also be useful.
16. If your feedback or complaint relates to a decision we've made, the review of that decision will be handled by someone who was not involved in the original decision. They will review the investigation findings in order to decide how to respond, whether to overturn the original decision or uphold a complaint, whether any remedy is needed and explain their rationale to you.

### Ask for an internal review of our response to your feedback or complaint

17. If you are unhappy with our response to your feedback or complaint you can ask for it to be internally reviewed by someone who has not been involved in the matter. They will acknowledge your request for review within two days and respond within five days, or if the matter is complex, let you know when you can expect a response.
18. They will review your original feedback or complaint, the investigation findings, our response to it, and decide how to respond, whether to overturn the original decision or uphold a complaint, whether any remedy is needed and explain their rationale to you.

### Ask for an external review of our response by the Compliance Officer

19. An MP can ask the Compliance Officer, who is independent of IPSA, to review:
  - a decision by IPSA to not pay or part pay a claim
  - a decision by IPSA to request repayment of an amount they should not have been paid
  - review a decision made by the Contingency Panel
20. The Compliance Officer cannot deal with complaints about IPSA's policy or service.
21. IPSA must take action to implement a decision by the Compliance Officer. If the MP is unsatisfied with the outcome of the Compliance Officer's review, the MP may appeal to the First Tier Tribunal. Visit the [Compliance Officer's website](#) for more information about their role.

### How to complain about our handling of your FOI request

22. If you want to complain about our response to your information request under the Freedom of Information Act, you can ask for an internal review. You must do this within 40 working days of receiving our decision notice. Please email [foi@theipsa.org.uk](mailto:foi@theipsa.org.uk) or write to us at IPSA, 85 Strand, London WC2R 0DW.
23. If you are not satisfied with the outcome of the internal review, you have a further right to complain to the Information Commissioner's Office, [www.ico.org.uk](http://www.ico.org.uk).

## How we use your feedback

24. We value feedback as it helps us understand where we are doing well and where we can further improve. We record and analyse feedback and complaints, including the quality and timeliness of our response to feedback, report it to our Executive Leadership Team and Board. We use the insight from complaints, feedback, and surveys, to feed into our policy work and business transformation.
25. Our Audit, Risk and Assurance team periodically review how well we handle feedback and complaints, and whether we are using the information to improve. They report regularly to our Improving Customer Service senior leadership team, and periodically to our Audit and Risk Committee.