



DWP Provider Guidance ESF 2014 to 2020

Annex 5: Participant Complaints to Independent Case Examiner: Standard wording

The following standard wording can be used for your final response to the participant, if they are not happy with your response to their complaint:

If you are not happy with this response, you can ask the Independent Case Examiner (ICE) to consider your complaint. You should contact them within six months from the date of this letter. The ICE act as an impartial referee for people who feel they have been treated unfairly or are unhappy with the way their complaint has been dealt with by the business or agency. They can't deal with complaints or disputes about matters of law. You can appoint a representative to act on your behalf if you want to. ICE can be contacted at:
Independent Case Examiner's Office
PO Box 209
BOOTLE
L20 7WA

Phone: 0345 606 0777

Website: www.ind-case-exam.org.uk

Parliamentary and Health Service Ombudsman

You can also, at any time, contact your MP or send your complaint to the Parliamentary and Health Service Ombudsman. However, the Ombudsman would normally expect you to go through the ICE service first. The Ombudsman investigates complaints that government organisations have not acted properly or fairly or have provided a poor service. To find out more, please contact:

The Parliamentary and Health Service Ombudsman

Customer Helpline: 0345 015 4033

Website: www.ombudsman.org.uk