



Independent
Living Fund

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www.gov.uk/ilf

Policy Circular

Document No 02/09

Owner: Customer Service Team

Subject: Complaints Policy

Version: 5 of 5

Last Amended: July 2013

Date Reviewed: July 2013

Next Review: NA

1.0 Background

The Independent Living Fund aims to provide a high standard of service to all users. There may however be occasions where someone wishes to make a complaint. This policy outlines the ILF's complaints process.

2.0 Policy

A complaint can be made verbally or in writing within one month and should be referred to the Complaints and Decision Review team

An acknowledgement will be made either verbally or in writing within 7 days of receipt at the ILF office

The Complaints Target is to provide an answer to all queries within 15 working days from the date of receipt.

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2.1 Complaints against staff

Any complaint received against a member of staff are considered in line with the Disciplinary Policy

2.2 Appeals

If a user is unsatisfied with the response to their initial complaint an appeal can be made to the Chief Executive within one month from the date of the outcome letter.

The case will be reconsidered and a full response issued from the CEO within 15 working days of receipt of the complaint.

2.3 Independent Case Examiner

Where someone is unhappy with the final response they can approach the Independent Case Examiner (ICE) to review their case. ICE can look into complaints about our service for example taking incorrect action or misinforming our users. Their service is free and impartial. They cannot look into complaints about our legislation or our policy.

Appeals to ICE should be made within six months from the date of the final letter from the Chief Executive.

2.4 Ombudsman

The ILF falls under the jurisdiction of the Parliamentary and Health Services Ombudsman.

The Parliamentary and Health Services Ombudsman investigates complaints by members of the public who have suffered injustice because of maladministration by public organisations.

The Ombudsman does not normally investigate complaints if they have not been through the complaints procedure.

3.0 Ex-Gratia

The ILF has the power to make ex-gratia payments to compensate for financial loss, gross inconvenience or gross embarrassment. When considering whether an ex-gratia payment should be made reference should be made to the “Ex-gratia Payments” policy.

4.0 Source

Transfer Delivery Board 25/07/13

Trustees Meeting 13/05/2009

Amended Trustees meeting 10/06/2009

5.0 History Date Reviewed

26 January 2009

11 May 2011

June 2013