

# What Happens When You Complain To Us



1

We register your complaint and decide if it can be accepted for examination.

2



If we cannot accept your complaint, we will tell you why.



3

If we accept your complaint, we will contact you to agree the elements of the complaint, ask what you think needs to be done to put things right, and how any service failures have affected you.

4



Depending on what you tell us, we may try to resolve your complaint by asking the business to take action to put matters right.



5

If we cannot resolve your complaint, we will gather evidence for investigation.

6



We will contact you when your complaint has been allocated for investigation.



7

After reviewing the evidence, we may try to settle your complaint by asking the business to take action to put matters right.

8



If we cannot settle your complaint, the IEC will set out their findings and any recommendations on how to put matters right in a report. We will explain what to do if you are unhappy with the outcome.