

## Independent Anti-Slavery Commissioner's Office Complaints Procedure

Updated November 2022.

If you are dissatisfied with the service you receive, you can contact the Independent Anti-Slavery Commissioner's Office and the matter will be reviewed. [Contents](#)

1. What is a complaint?
2. How to make a complaint
3. What happens next?

### What is a complaint?

The Independent Anti-Slavery Commissioner's Office defines a complaint as dissatisfaction with the service provided by staff working in the Independent Anti-Slavery Commissioner's office.

This is not the same as expressing disagreement with a policy or requests under the Freedom of Information Act.

### How to make a complaint

Email to: [iasc@iasc.independent.gov.uk](mailto:iasc@iasc.independent.gov.uk)

Or write to:

Independent Anti-Slavery Commissioner's Office  
1<sup>st</sup> Floor,  
Clive House  
70 Petty France  
London SW1V 1PN

You can also telephone the IASC office on +44 (0) 7836 545842 during normal business hours.

We may need to ask for more information to properly investigate your complaint. This is to help you. When you make contact, please provide your full details and include information (if you have it) about the person and or service causing dissatisfaction. Please also provide the following details:

- Whether it is an original complaint or a follow-up to a reply
- A full description of the complaint and the outcome you seek
- Your full postal and email address and phone number

We aim to respond to all complaints within 20 working days.

#### What happens next?

If it is not possible to provide a full reply within 20 working days (for example, if your complaint requires more detailed investigation), we will advise you what is being done and when you can expect a full response.

We wish to learn and will always acknowledge when things could have been done better and tell you what has been done to avoid the same thing happening again. If your complaint is not upheld, we will provide a full explanation.

Our response will include details of what to do if you consider your complaint has not been dealt with properly. This starts by asking for your complaint to be passed on to a more senior member of staff. If you remain dissatisfied, you can ask for your complaint to be referred to the Independent Anti-Slavery Commissioner for further consideration.