

Complaints and Feedback Procedure

Owner: Head of Risk and Compliance

Department: Compliance and Assurance

Effective date: 25th October 2020

Version control	Substantive change narrative	Author of change	Date of change
1.0	Initial – reflects change in internal approach	Brian Sullivan	25.10.20
2.0	Annual Review	Brian Sullivan	12.10.21
3.0	Annual Review	Brian Sullivan	22.09.22
3.1	Amended to reflect Restart structure changes	Brian Sullivan	18.12.22
3.2	Amended job role	Brian Sullivan	23.07.23
3.3	Annual Review – addition of WHP Pioneer	Brian Sullivan	04.06.24
4.0	Update and Review	Brian Sullivan	19.01.25
5.0	Update of ICE email address	Brian Sullivan	04.08.25
6.0	Addition of Connect to Work and clarify Restart Stage 2a nomenclature	Brian Sullivan	18.02.26

Complaints and Feedback Procedure

1. Purpose

Ingeus provides a wide range of services that are focused on “enabling better lives” of the participants we support. We are committed to providing a high-quality service to all our clients and participants. The procedures below outlines how our participants can help us to improve our services and how they bring to our attention where things have gone wrong.

2. Providing us with feedback about our services

Ingeus aims to provide the highest standards of service in everything we do. We actively seek client and participant feedback, and we are interested to know what you think of our service. If you think we do some things particularly well or there are areas where we could do better, we would like to hear from you.

If you have any suggestions or comments relating to the service that we provide, please send an email to: feedback@ingeus.co.uk

Alternatively, in some of our centres, comment cards are available from reception desks. These can be completed and posted in the suggestions box provided. You may include your contact details or remain anonymous if you wish. All suggestions and comments containing contact details will be acknowledged.

3. Rasing a complaint with us

If there are instances where you are not satisfied with the service we have provided and you wish to make a complaint, please follow the steps outlined below:

Part 1 - Raise the complaint informally

Many issues may be a misunderstanding or a miscommunication. We would encourage you to raise your concerns directly with the member of our team you are working with (this varies according to the programme you are engaged with i.e. Advisor/Key Worker/Case Worker/Mental Health Coach) or the Team Leader/Manager at your local Ingeus centre.

Part 2 - Raise a formal complaint

If we have not been able to resolve your complaint informally, or are dissatisfied with the informal complaint response, or if you do not wish to raise the complaint informally first, you can raise a formal complaint with us.

Complaints and Feedback Procedure

Stage 1 – Raising your complaint

If you are unhappy or dissatisfied with the service we are providing you can commence the formal complaints process by emailing us [**feedback@ingeus.co.uk**](mailto:feedback@ingeus.co.uk).

Alternatively:

You can write to us at the postal address below:

Head of Risk and Compliance

Ingeus

First Floor, Livery Place,

35 Livery Street,

Birmingham, B3 2PB

Our completing the online enquiry form that can be accessed through [**Contact our Team | Ingeus**](#)

You will receive an acknowledgement of your complaint within **3 working days** of us receiving your complaint. This will then be escalated to the immediate line manager or nominated deputy located in your area who will investigate and provide you with a written response to your complaint. This will provide an overview of our findings, together with any agreed actions and resolutions within **10 working days** of the acknowledgement date of your complaint. If we need to change any of the timescales above, we will let you know and explain why.

If we have not heard from you within **21 days** from the date on the initial response letter or email, we will consider the matter to be resolved and we will close your case.

Stage 2 - Escalation of your complaint

If you feel that your complaint has not been resolved to your satisfaction by the immediate line manager or nominated deputy, please contact us within **21 days** using one the methods as detailed above.

Your complaint will then be independently reviewed and investigated as per the procedure below.

1. We will send you a letter or email acknowledging receipt of your second complaint within **3 working days** of us receiving it.
2. We will then investigate your complaint further which will involve a Senior Manager reviewing your complaint independently.
3. The investigating Senior Manager will send you a final response letter or email, including details of the investigation and how we have resolved your complaint within **10 working days** from the date on the acknowledgement letter/email. We

Complaints and Feedback Procedure

will also provide you with the details of any escalation route you can take if you remain dis-satisfied with the response.

If we need to change any of the timescales above, we will let you know and explain why.

PLEASE NOTE

- i. Participants on the **Restart Scheme ONLY** have the opportunity to escalate their complaint for a second time (stage 2b). The process as detailed above will be applied but another senior manager will review and respond to the complaint. Their initial stage 2 escalation will be recorded as stage 2a.
- ii. Ingeus has implemented a policy that will take appropriate and proportionate action if a complainant's behaviour is determined to be unreasonable or vexatious. In these instances, we will inform such complainants in writing of the action being instigated.

Stage 3 – External organisations

For DWP programmes (Able Futures (Access to Work), Restart Scheme, Work and Health Programme, Work and Health Programme Pioneer) – your escalation route is the Independent Case Examiner (ICE).

If you are not happy with our Stage 2 - Final Response, you can ask the Independent Case Examiner (ICE) to consider your complaint. You should contact them within 6 months from the date of our Final Response letter. The ICE service is provided by the Department for Work and Pensions (which includes Jobcentre Plus) and offers a free, impartial resolution service but does not consider matters of law or government policy. ICE requires you to have fully exhausted all of the Ingeus stages before accessing their service. This means that without a final response they will not review your case.

You can contact the Independent Case Examiner:

- by email at contact@ice.gov.uk, which is their preferred contact
- by telephone on 0800 414 8529 or
- in writing at PO Box 209, Bootle, L20 7WA

Website: [Independent Case Examiner](#)

Complaints and Feedback Procedure

Connect to Work

We will advise you on external escalation route when we provide you with a final response as this varies by contract.

Other Ingeus programmes

You can, at any time, contact your MP who may be able to send your complaint to the Parliamentary and Health Service Ombudsman. The Ombudsman normally (but not always) expects you to have exhausted our complaints process before accepting a complaint for investigation.

The Ombudsman investigates complaints that Government organisations have not acted properly or fairly or have provided poor service. To find out more, please contact:

The Parliamentary and Health Service Ombudsman

Millbank Tower,
30 Millbank,
London,
SW1P 4QP

Phone: 0345 015 4033

Website: www.ombudsman.org.uk

Complaints in relation to Health Assessment Advisory Service (HAAS)

Ingeus also delivers this service on behalf of the Department of Work and Pensions (DWP). Complaints and feedback in relation to this service must be directed to:

Phone: Work Capability Assessment - 0800 072 0350
Personal Independence Payment - 0800 008 3075
Specialist Benefits - the phone number on your appointment letter.

Website: haas.ingeus.co.uk

Email: Lot4.CustomerRelations@haas.dwp.gov.uk

Write: Ingeus, 2nd Floor, Cavendish House, Princes Wharf, Thornaby, Stockton on Tees TS17 6QY