



# **IRM Complaints Procedure for Applicants**

**This leaflet is for people who have been through an IRM Review and who wish to make a complaint about the IRM.**

**The IRM is operated by Coram Children’s Legal Centre (CCLC) on behalf of the Secretary of State for Education.**

We are committed to providing a high quality service and welcome feedback about the operation of both the IRM office and the Review Panels. We believe that positive and negative comments from applicants and agencies using the service will help us evaluate and improve the service.

We have a complaints procedure which can be used by applicants and agencies.

**Can I make a complaint about the recommendation made by the IRM Review Panel?**

**No.** This complaints procedure cannot be used if you are unhappy with the actual recommendation made by the review panel.

**Can I complain about my adoption agency or fostering service provider?**

In this situation you should use your agencies/provider’s own complaints procedure.

If we receive a complaint and it appears to relate to actions of the agency or fostering service provider we will advise you to contact that agency or fostering service provider.

**What do I do if I wish to complain about the IRM?**

You should contact the IRM office. If you have a complaint we would hope you would contact us within one month of the issue arising so we can deal with it effectively. On receipt we will respond to confirm the complaint has been received and may ask for further clarification.

We will try to resolve all complaints quickly. The IRM complaints procedure has two stages:

### **Stage 1**

All complaints will be dealt with by the IRM Contract Manager who will try to resolve the issue with you and confirm, in writing, the outcome of your complaint. This will be dealt with, where possible, within 7 days of your complaint being received.

### **Stage 2**

If you are not happy with the outcome of the Stage 1 complaint, you will need to write to the IRM Contract Manager within 7 days, giving your reasons for being unhappy with the stage 1 response and explain how you would like the matter to be resolved.

Your complaint will then be passed to the Head of National Programmes at CCLC who will investigate the issue.

You will be contacted as part of the investigation and a report will be prepared, which will decide whether the complaint is upheld and set out any actions required by the IRM as a result of the investigation.

This will be carried out within 14 days wherever possible. If we consider that a longer period will be needed, we will inform you of this. You will then receive a letter from the investigator telling you the outcome of the investigation.

**I am not happy with the outcome of my Stage 2 complaint. Can I pursue this further?**

This completes the IRM complaints procedure however if you remain dissatisfied you may wish to submit a complaint to the Parliamentary Ombudsman; this must be submitted via your local MP.

If you do not know who your local MP is, go to: [www.parliament.uk/mps-lords-and-offices/mps](http://www.parliament.uk/mps-lords-and-offices/mps)

For more information or to download a form please visit their website [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or call 0345 015 4033 (8:30-5:30 Mon-Fri)

**Contact details for making a Stage 1 or 2 complaint:**

Contract Manager  
Independent Review Mechanism

(IRM)  
Unit 4  
Pavilion Business Park  
Royds Hall Road  
Wortley  
Leeds  
LS12 6AJ

Tel: 0845 450 3956 / 0113 202 2080  
Fax: 0845 450 3957 / 0113 263 7414  
(charged at local rates)

irm@irm.org.uk  
www.independentreviewmechanism.org.uk

**What if my complaint is about the Contract Manager?**

If your complaint relates to the IRM Contract Manager you should send your complaint directly to the Head of National Programmes, details below:

The Head of National Programmes  
Coram Children's Legal Services  
Coram Campus  
41 Brunswick Square  
London  
WC1N 1AZ

The IRM reserves the right, following the investigation and closure of a complaint, if a complainant persists in contacting the IRM, or is abusive to cease to respond.

