

Complaints

We aim to provide a high standard of service and to treat everyone with dignity, respect and compassion. If you are unhappy with any aspect of the Inquiry's service, you can make a complaint. We understand that making a complaint can be difficult and we will treat any concerns seriously.

Who can complain?

Anyone directly involved with, or affected by, the Inquiry can make a complaint. You can also ask someone to make a complaint on your behalf with your written permission.

How to complain

Please email contactus@grooming-gangs.independent-inquiry.uk and clearly mark your correspondence as a complaint.

We aim to acknowledge complaints within 3 working days.

What to include

Please provide:

- your name and contact details;
- details of your complaint;
- any relevant dates or reference numbers; and
- details of any previous contact with the Inquiry relating to the issue.

We may be unable to investigate anonymous complaints.

How we will deal with your complaint

We will:

- acknowledge your complaint within three working days;
- consider whether the issue can be resolved quickly;
- investigate where necessary; and
- normally provide a written response within 15 working days.

If we need longer, we will explain why and tell you when you can expect a response.

If you are unhappy with our response

If you remain dissatisfied with the outcome of your complaint, you can ask for it to be reviewed.

Stage 1

Your complaint will be considered by the relevant manager, who will review the issues raised and provide a written response.

Stage 2

If you remain dissatisfied, you can ask for your complaint to be escalated. A solicitor to the Inquiry will review the complaint and the Stage 1 response before providing a further written response.

Stage 3

If you remain dissatisfied following Stage 2, you can request a final review. The Solicitor to the Inquiry will consider the complaint and all previous responses before issuing a final written decision. This is the final stage of the Inquiry's complaints process.