



Complaints Policy of The Incorporated Council of Law Reporting for England and Wales (ICLR)

ICLR is committed to delivering the highest quality of law reports and the highest quality of service to its customers.

ICLR views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at ICLR knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of ICLR.

Complaints may come from customers or anyone who is involved in a case that has been mentioned in a law report, or other content, published by ICLR.

A complaint can be received in person, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use ICLR's Disciplinary and Grievance procedure.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Responsibility for this policy and its implementation relating to published content lies with ICLR's Editor.

Responsibility for this policy and its implementation relating to customers lies with ICLR's customer service team.

Response

We will respond to a complaint as quickly as we can. Our aim is to respond within 5 working days.

If we need to make further investigations we will let you know that we have received your complaint and how long we estimate it will take to resolve.

Most people who make a complaint to us feel happy that we have resolved it with them. However, if you are not happy with our response to your complaint, let us know and we will escalate it to our Chief Executive Officer.

Publicised Contact Details for Complaints:

Written complaints may be sent to ICLR at Megarry House, 119 Chancery Lane, London, WC2A 1PP or by e-mail at enquiries@ICLR.co.uk.

Verbal complaints may be made by phone to 020 7242 6471 or at the above address.