



## **ICE Services Complaints Procedure**

### **If things go wrong**

We know that from time to time, despite our best efforts, things can go wrong.

We aim to rectify errors and resolve any confusion as soon as possible. If you feel you have been dealt with incorrectly can contact us by post, phone or email.

Errors will be, wherever possible, corrected straight away. Where this is not possible, we aim to resolve the matter as quickly as possible and normally within 10 working days. We will keep you updated on our progress if, for any reason, we are unable to resolve the matter within this period.

If we believe an error hasn't been made, we will provide a full and clear explanation.

### **Contacting us**

#### Website

We have a website which is designed to provide answers to most of the common questions we receive. Visit: [www.icerights.com](http://www.icerights.com) or submit via our [online enquiry form](#).

#### Phone

+44 (0) 203 741 4921

#### Post

ICE Services Ltd,  
2 Pancras Square,  
London  
N1C 4AG

### **Making a complaint**

If we have been unable to resolve the matter to your satisfaction, you should in the first instance follow our complaints procedure, which is set out below.

We take all complaints seriously and view them as a way to better understand your needs and improve our service levels where possible.

### **How to complain**

You should put your complaint in writing, provide any supplementary documentation and address the complaint to:

Services Director  
ICE Services Ltd,  
2 Pancras Square,  
London  
N1C 4AG

Or submit it electronically [here](#).

We will acknowledge receipt of the complaint within five working days.



## **What happens next?**

We will send a full, written response within 20 working days of the receipt of the complaint and in cases where the complaint is rejected, detailed reasons will be provided. Hopefully this will resolve your complaint. However, if you are unhappy with the response, you should write within 28 days to the Services Director stating your reasons.

The Services Director will respond in writing within 10 working days from receipt of the letter and will either:

- confirm or vary the earlier decision and advise on their right of redress; or
- advise that a further response will be given once further advice has been obtained and provide an indication of the likely timescale to reach a final decision

If we have completed our investigation and provided a written response with detailed reasoning, we may confirm there is nothing more we can do under our complaints procedure (we call this a deadlock letter).

Following a response to a complaint, we will consider the matter to be concluded unless we receive further correspondence within 10 working days, or as advised in our correspondence.

## **Further Action**

Should you feel that you have pursued your complaint as far as possible through the complaints procedure and still feel dissatisfied with the outcome, you can address your complaint to the ICE Services CEO. Please follow [this link](#) for details.