

Customer Services

Customer Service Team

The Customer Service Team will deal with all of your complaints and questions. We are happy to talk to you about the Inspectors' decisions and our standard of service. Customer Service Team Inspectors must follow the same rules and laws as other IRS Inspectors, but they work separately from them. So they will not have been involved in the decision you have received.

You may wish to contact the Customer Service Team if:

- you think the decision is wrong; or
- you have a complaint about the service you have received; or
- you have an enquiry.

Our promise to you

The Customer Service Team will listen to what you say and investigate any issues you raise.

- We will acknowledge your complaint as soon as we get it.
- When possible we will give you a full response to your complaint within 8 days. If we cannot do this, we will update you on the progress of your complaint within 8 days.
- We will complete our investigations and respond in full within 15 days of receiving your complaint.
- Exceptionally, if we need to get more information, we will give you a full response within 30 days.

The Customer Service Team and the rest of the IRS are committed to giving equal service to all members of the public. This means we will deal with your complaint fairly, and we will not treat you differently from anyone else.

You can also contact the Customer Service Team if you have a suggestion about our service. We welcome your suggestions, which help us improve standards.

Independent Review Service for the Social Fund

www.irs-review.org.uk



How to contact the Customer Service Team

You can contact the Customer Service Team between 9.00 am and 4.30pm, Monday to Friday in the way that suits you best:



By telephone on **0800 096 1928**



By textphone on **0800 096 1929**

Your call will be free. However, your call will not be free if you use a mobile phone.



By fax on **0121 606 2184**



By post to **Customer Service Team**
Independent Review Service
4th Floor, Centre City Podium
5 Hill Street
Birmingham B5 4UB



By e-mail: **sfc@irs-review.org.uk**

Help us to help you

When you contact us, please tell us your name, national insurance number, and the IRS reference number for the case you are asking about.

Further action

If you are still not satisfied with your decision after the Customer Service Team has looked at it, you may be able to apply to the High Court to challenge it (known as a 'judicial review'). If you are considering this, we advise you to get advice from solicitors, citizen's advice bureaux or law centres.

This leaflet is available in Braille and audiotape versions, and in other languages. Please let us know if you would like a different version of the leaflet.



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