



Complaints re application to IMB

If you have any complaints about any aspect of the way your application has been handled, we would like to hear from you. In the first instance mail the Head of the IMB Secretariat, IMB@justice.gov.uk, quoting the appropriate reference.

Complaints must be received by the IMB Secretariat within 12 calendar months of the issue you are complaining about or after the recruitment competition has closed, whichever is the later.

Your complaint will normally be acknowledged within five working days of receipt and answered as quickly and clearly as possible; at the most within 20 working days of receipt. If this deadline cannot be met, we will inform you why this is the case and when you can expect a reply.

Taking it further

If, after receiving a comprehensive response, you are still concerned, you can write to the address below:

Commissioner for Public Appointments
Room G/8, Ground Floor
1 Horse Guards Road
London, SW1A 2HQ

The Commissioner for Public Appointments regulates and monitors appointments to public bodies to ensure procedures are fair. More information about the role of the Commissioner and his Code of Practice is available from:

<http://publicappointmentscommissioner.independent.gov.uk/>

For full details of the complaints process for public appointments, go to <http://publicappointmentscommissioner.independent.gov.uk/contact-us/>

Alternatively, please contact the Commissioner's office on 020 7271 0831 for a printed copy.