



Complaints regarding your application to the IMB

If you have any complaints about any aspect of the way your application has been handled, we would like to hear from you.

To make a complaint, please send an email attention to the Chief Executive of the IMB at IMB@justice.gov.uk.

Please include in your email:

- The campaign reference number.
- The point in the application process where the situation occurred – for example, as part of the interview, the conflict of interest assessment, the tour, etc.
- The situation you would like to complain about.

Complaints must be received by the IMB Secretariat within 3 calendar months of the issue you are complaining about.

Your complaint will normally be acknowledged within five working days of receipt and answered as quickly and clearly as possible, usually 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 contact the office of the Commissioner for Public Appointments at publicappointments@csc.gov.uk

The Commissioner regulates and monitors appointments to public bodies to ensure procedures are fair. For full details of the complaints process for public appointments, go to <https://publicappointmentscommissioner.independent.gov.uk/regulating-appointments/investigating-complaints/>

More information about the role of the Commissioner and the Governance Code for Public Appointments is available from: <http://publicappointmentscommissioner.independent.gov.uk/>