

The logo for the Independent Monitoring Authority (IMA) features the letters 'IMA' in a bold, black, sans-serif font. The letters are positioned between two horizontal teal bars. The top bar is above the 'I' and 'M', and the bottom bar is below the 'M' and 'A'.

**Independent Monitoring Authority**  
For the Citizens' Rights Agreements

## FOI Request – Complaints response

**Date received:** 02 March 2021

### REQUEST

Timescale for responding to complaints and the complaints procedure.

### RESPONSE

[provided complaints policy as an attachment]

As requested, I have attached the IMA complaints policy which outlines the timescales for responding to complaints and the complaints procedure (attached to email). The IMA aim to acknowledge complaints within 5 working days and to send a full response in 20 working days.