



## How will I know the Commissioner is dealing with my complaint?

We will contact you as soon as we can within 3 working days of receiving your complaint to talk to you about it.

## What will the Commissioner do about my complaint?

Once we have spoken to you we may need to do more investigation. We will ask if you would like to be kept informed while we do this.

## Yes, I want to know what's going on.

The Commissioner's staff will give you updates about how your complaint is being handled. We will try to solve the problem within 15 working days. When the problem has been solved the Commissioner will contact you to explain what happened.

## I don't want to know what happens.

If you don't want regular updates that is okay. We will try to solve the problem within 15 working days. When the problem has been solved the Commissioner will contact you to explain what happened.

## What if I'm still not happy?

If you are not happy with the result you can contact the Ombudsman's office. Information about this will be provided to you.