Insight Consultancy and Research (ICR) Limited

Company No. 10922029 | VAT No. 309 0275 22 | 7 St John's Road, Harrow, Middlesex, HA1 2EY

Feedback and Complaints Policy

How to give feedback or raise a concern about ICR, and what happens next

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1. Our commitment

We want everyone who deals with ICR to be treated fairly and with respect. If something has gone wrong, we want to know so we can put it right and learn from it. We also welcome positive feedback and suggestions.

2. Who can use this policy

This policy is for anyone who has feedback or a complaint about ICR, including:

- people who have taken part in our research, or been invited to;
- our clients;
- members of the public.

If your concern is about the safety or wellbeing of a child or an adult at risk, please follow our Safeguarding Policy instead, so it reaches the right person straight away.

3. How to give feedback or make a complaint

You can contact us by:

- Email: info@icr-me.com, with "Complaint" or "Feedback" in the subject line
- Post: Insight Consultancy and Research (ICR) Limited, 7 St John's Road, Harrow, Middlesex, HA1 2EY

It helps us if you tell us:

- your name and how to contact you;
- what happened, and when;
- the name of the survey or project, and any reference code on your invitation;
- what you would like us to do to put things right.

You do not have to give your name to make a complaint, but we may not be able to reply to you or look into it fully without a way to contact you.

4. What happens next

- **Within 5 working days**, we will confirm that we have received your complaint and tell you who is handling it.
- **Within 20 working days**, we will look into it and give you a full written response, explaining what we found and what we will do. If we need more time, we will tell you why and when you can expect an answer.

Your complaint will be looked into by someone who was not directly involved in the matter.

5. If you are not satisfied

If you are unhappy with our response, you can ask for it to be reviewed by our Managing Director. Please do this within 20 working days of our response. The Managing Director will reply within 20 working days.

If you are still not satisfied:

- **About how the research was carried out:** as members of the Market Research Society (MRS), we follow its Code of Conduct. You can raise your concern with the MRS at mrs.org.uk.
- **About how we handled your personal information:** you can contact the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

Please contact the MRS within three months of our final response.

6. Research carried out for a client

Most of our research is carried out for a client, such as a council or public body. Where a complaint relates to that work, we may share it with the client so it can be resolved properly, and we will tell you if we do. You can also contact the client directly; their details will be on your invitation.

7. Confidentiality

We treat every complaint in confidence and share details only with the people who need them to resolve it. Making a complaint will never affect how we treat you.

8. Learning from complaints

We keep a record of all complaints and how they were resolved. Our Managing Director reviews them regularly so that we can improve how we work.

Complaint records include the correspondence, our notes and how the complaint was resolved. We keep them securely for six years and then delete them.

9. Review

We review this policy every year.