



**Independent
Complaints
and Grievance
Scheme**

A guide about Facilitating Multiple Complaints

This guide provides information to users of the ICGS about the Facilitating Multiple Complaints Process, including the purpose of the process and how it works.

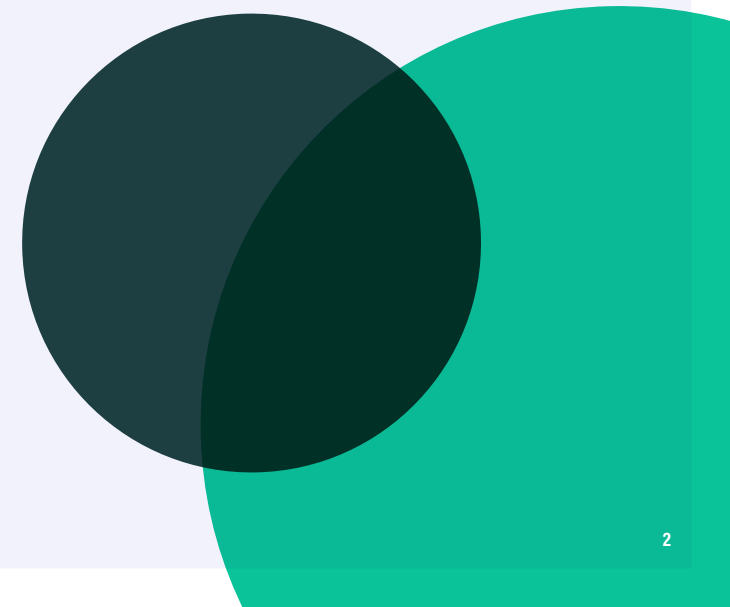
The ICGS is Parliament's independent mechanism for handling complaints of bullying, harassment, or sexual misconduct.

What is the Facilitating Multiple Complaints Process?

The Facilitating Multiple Complaints process allows you as someone who might potentially want to make a complaint (a complainant) to leave details with the independent ICGS helpline, to be held for one year, and to be alerted within that period if others are also considering making a complaint about the same person. You can then, if you wish, choose to make a complaint at that stage (or at any point within the year, if eligible).

Why might I use the Facilitating Multiple Complaints process?

We understand that you may not feel confident enough to make a complaint if you feel you are the only one to have experienced potentially poor behaviour. The aim of this process is to help increase your confidence, by being told that others have made or are considering making a complaint about that person to help you make an informed decision.





How do I use the Facilitating Multiple Complaints process?

- Contact the ICGS Helpline by calling 0808 168 9281 or emailing support@ICGSHelpline.org.uk and explain that you are considering making a complaint of bullying, harassment, or sexual misconduct about an individual but do not want to make a complaint at this stage.
- The ICGS Helpline will ask for your name, preferred contact details, the name of the person you are considering making a complaint about, and some basic details of the incident you are considering making a complaint about.
- At this stage, all information will remain with the ICGS Helpline and be kept confidential. Your information is confidentially kept by the ICGS Helpline for one year, and after this stage, it will be removed. The only circumstances in which your details would not be kept confidential is if there is a significant risk identified, such as a safeguarding concern.
- Once you have registered your interest, if during the next year someone else registers their interest in potentially making a complaint about that same individual, you will be contacted by the ICGS Helpline and informed of this. At this stage, you will be asked if you would like to make a complaint yourself.
- If you decide to make a complaint, the normal process will begin (as outlined in our complainant's guide, available [here](#)). Your complaint must still pass the normal eligibility checks. If you do not wish to make a complaint at this stage, then you will be contacted again if others also come forward to complain about that individual.
- This process does not replace the option of a group of people making a collective complaint about the same respondent through the scheme (see 4.6 in the Bullying & Harassment or Sexual Misconduct Policies for more detail on collective complaints).

Will I be told the identity of the other person/people who have come forward about the same individual?

No. Due to confidentiality requirements, you will only be told minimal detail; namely that someone else is considering a complaint about the same person. The nature of the contact, type of complaint, or name of the complainant will not be shared with you, just as your name will not be shared with others as part of the process. You must not contact anyone you suspect has made a complaint about an individual to discuss this.

If multiple people come forward about the same individual, does it increase the chances that a complaint will be upheld against them?

Each complaint made is considered individually and on its own merits by an Independent Investigator. However, the decision-making body may take into consideration previous findings when deciding on an appropriate course of action or sanctions.

What happens to the information I have given to the ICGS Helpline?

The information collected for the 'Facilitating Multiple Complaints' process is securely held by the ICGS Helpline, which is run by Victim Support. One year after you have given your details to the Helpline to be used as part of the process, your information will be deleted. Further details about Victim Support's privacy policy can be found [here](#).

Is the Facilitating Multiple Complaints process also available for ICGS cases investigated by the House of Lords Commissioners for Standards?

ICGS Cases against Members of the House of Lords and their staff are investigated by the House of Lords Commissioners for Standards under the House of Lords Code of Conduct. The Facilitating Multiple Complaints process is available if you are considering making a complaint against a Member of the House of Lords or their staff. You should contact the ICGS Helpline and follow the process steps outlined above.

Further information

If you have any further questions about this process, please contact the ICGS Helpline on 0808 168 9281 or support@ICGSHelpline.org.uk.

ICGS Commonly Used Terms

We have created an aid to provide an explanation for words and terms we frequently use, in the link below.

[Commonly used ICGS terms \(sharepoint.com\)](https://sharepoint.com)