

Services we offer:

Independent review
of cases

Mediation or conciliation
as an alternative

Advice/consultancy on
dispute resolution

If you would like to find
out more about ICRS
and the services we provide,
please contact us:

ICRS

Email: enquiries@icrev.org.uk

Telephone: 020 7930 0749



Elizabeth Derrington qualified as a solicitor in 1979 and as a mediator in 1997. She has served as a director in the NHS, the Probation Service and the voluntary sector, and has worked at a national level

as a consumer advocate. She has specialised in complaint review and resolution, as Independent Complaints Adjudicator for Ofsted from 2002 to 2008, and currently as Independent Complaints Reviewer for Land Registry. She is also a member of the Disciplinary Panel of the Chartered Institute of Public Finance Accountants.



Jodi Berg OBE is a specialist in dispute resolution and has acted as the complaints adjudicator for many public bodies, including JobCentre Plus, the Child Support Agency, the Audit Commission and

the Charity Commission. She brings to this work her professional expertise as a past solicitor and mediator and a Fellow of the Chartered Institute of Arbitrators, alongside an understanding of practical management gained from wide Board experience. Jodi is a past Chair of an NHS Trust and a Probation Service and holds current Board and Committee appointments in the private and public sectors.



Independent
Complaint
Resolution
Service

Do you currently have a way to
deal with dissatisfied customers?

We can help

Benefits

Do you currently have an independent service to which you can refer dissatisfied complainants?

If not, have you considered the potential benefits to your business of enlisting the help of ICRS?

These include:

- Achieving closure - for you and for complainants
- Saving staff costs - the time spent answering calls and correspondence
- Gaining expert advice on how to turn complaints into service improvements

How can we help

ICRS provides an effective, independent and economically efficient complaint review and resolution service, using tried and tested methods to bring closure to even the most difficult and entrenched complaints.

We are established and respected professionals who have worked with a very wide range of organisations from the commercial, public and voluntary sectors.

Our backgrounds in law, management and customer care mean that we are confident in different cultures and contexts. We will ensure that we understand your needs and priorities as well as those of your customers.

Experience counts

We have contributed to key Government initiatives on customer care and complaint handling and are actively involved in the work of the British and Irish Ombudsman Association (BIOA) to develop and promote best practice in dispute resolution.

We specialise in resolving complaints which are particularly complex - because of the history of the issues, the legal or regulatory environment involved, or the number of different parties or interests affected.

We cater for large and small organisations and are able to offer different charging options to suit individual needs.

