



Complaints and Appeals Policy

Investors in Diversity (IiD) Accreditation

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Our Commitment

The Irish Centre for Diversity is committed to handling clients' complaints and appeals fairly, consistently and transparently. Investors in Diversity complaints and appeals are reviewed by individuals who were not directly involved in the original assessment or decision. Appeals are reviewed by independent members of the Investors in Diversity Advisory Board. Advisory Board members are required to declare any actual, potential or perceived conflicts of interest and must not participate in the review of an appeal where a conflict exists.

For full details of the Investors in Diversity complaints and appeals process please contact enquiries@icfd.ie

Investors in Diversity Complaints

A complaint is a concern about the delivery, administration or management of the Investors in Diversity accreditation process. Complaints may relate to communication, service quality, delays, administrative issues or concerns that published procedures were not followed.

How to Submit a Complaint

- Complete the Investors in Diversity Complaints Form.
- Provide as much relevant information as possible.
- Include supporting evidence where appropriate.

What Happens Next?

- We will normally acknowledge your complaint within **5 working days**.
- A written outcome will normally be issued within **20 working days**.
- If additional time is required, we will keep you informed.

Investors in Diversity Appeals

An appeal is a request to review an accreditation decision. Appeals may be submitted where you believe:

- published procedures were not followed;
- relevant evidence was not properly considered;
- a decision was inconsistent with the accreditation requirements;
- there may have been bias or a conflict of interest.

An appeal cannot be made simply because an organisation disagrees with the accreditation outcome.



How to Submit an Appeal

- Complete the Investors in Diversity Appeals Form.
- Submit the appeal within **20 working days** of the decision being issued.
- Include the grounds for appeal and any supporting information.

What Happens Next?

- We will normally acknowledge your appeal within **5 working days**.
- Appeals are reviewed by independent members of the Investors in Diversity Advisory Board who were not involved in the original assessment or decision.
- Advisory Board members must declare any actual, potential or perceived conflicts of interest before participating in the review. Any member with a conflict will take no part in the appeal review or decision-making process.
- A written outcome will normally be issued within **30 working days**.