

SCHEDULES

SCHEDULE 2

INDEPENDENT MONITORING AUTHORITY FOR THE CITIZENS’ RIGHTS AGREEMENTS

PART 2

FUNCTIONS OF THE IMA ETC.

Complaints

- 29 (1) A person who claims to have a relevant right may complain to the IMA that—
- (a) the United Kingdom has failed to comply with Part 2;
 - (b) a relevant public authority has acted or is proposing to act in a way that prevents the person exercising the right in question.
- (2) The IMA must carry out a preliminary review of each complaint in order to decide whether to carry out an inquiry under paragraph 25 in relation to it.
- (3) In deciding whether to carry out an inquiry in response to a complaint, the IMA must consider whether it would be more appropriate for the person who made the complaint to deal with its subject matter by other means (for example, court proceedings) than for the IMA to carry out an inquiry.
- (4) If the IMA decides not to carry out an inquiry, the IMA—
- (a) must inform the person who made the complaint, and
 - (b) may advise the person about other ways of dealing with the subject matter of the complaint.