



2 November 2017

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Confidential advice

This week, Mr Speaker wrote to all staff about the issues of workplace behaviour and harassment. This included details of the free confidential helpline that is available for all Members' staff. The service, provided on behalf of the House by Health Assured, allows staff to discuss and seek support. The Health Assured confidential helpline can be reached, 24 hours a day, seven days a week, on 0800 030 5182.

Grievance procedure

IPSA's website includes a grievance procedure for staff who want to complain about their manager. It is not currently a formal part of staff contracts but it does offer a route for grievances to be dealt with. A copy of the procedure [can be viewed here](#).

Annual Survey

Since 2012, IPSA has carried out an Annual User Survey of MPs, which is intended to capture a range of opinions and feedback, allowing IPSA to have a better understanding of the needs of our users. MPs' staff, who are also regular users of our systems, are also invited to take part. The feedback is used to help improve our services. The 2017 survey is now live and [can be completed here](#).

Annual Publication

We have written to all MPs with details of the information due to be published on the IPSA website on 16 November. Please check this information carefully and let us know if you have any questions as soon as possible, and by 7 November 2017 at the latest. MPs are invited to submit a commentary about their business costs and expenses, should they wish to. Please send it to info@theipsa.org.uk by 13 November 2017, marked for the attention of the Policy Team. Any questions about the commentaries should also be made to this address.

Assurance reports

IPSA regularly reports on a variety of issues in order to provide greater assurance about MPs expenditure. Last year we published reports about the 2015 General Election and connected parties. Further reports are due to be published on 16 November, including an overview of how IPSA checks claims. Details of the checking process can be [viewed on the IPSA website here](#).

IPSA Online

We are making it easier for you to do business with IPSA by bringing all our systems together in one place, with secure sign-on through your Parliamentary account. Our new homepage for MPs and their staff will go live in December and will give direct access to the current expenses system, as well as a new online payslip function. All the guidance and forms currently on the IPSA website will also be stored here and you will be able to view your costs and expenses data here before they are published. You can [find out more about IPSA Online here](#).

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