

## **Complaints Statement**

- We aim to provide a high quality service that meets the needs of our clients.
- We want to improve our services and do better for our clients, and need your feedback to do this.
- If you are not satisfied, please let us know.
- The best place to start is to speak directly to the person you have already been dealing with. If you still feel the situation is not resolved, please ask to speak to the centre manager or, if the manager is the involved, the complaints handling trustee.
- We aim to resolve complaints as quickly as possible, and learn from them to make sure they don't happen again.
- If you are not able to sort out the problem in this way you can make a formal complaint. Please complete the complaints which can be found in our reception or set out your complaint in writing.
- We will normally acknowledge receipt of your complaint in 3 working days, and respond within 15 working days.
- Your complaint will be dealt with in a confidential manner at all times.

## **Your Right to Complain**

It is important to let us know if you are unhappy with any aspect of our service. Sometimes we can put things right; sometimes we can only explain ourselves and apologise. We do want to learn from our mistakes. What you tell us helps us to improve our service.

Most problems can be sorted out on an informal basis, by speaking to your adviser or the manager. But if you feel the problem needs to be looked at on a more official footing you can follow our complaints procedure.

We will treat your complaint confidentially, seriously and promptly.

## **Formal complaint procedure**

### **Stage 1**

When you make a formal complaint, this is stage 1. This will normally be dealt with by the manager of the centre, or the complaints handling trustee if the manager is involved in the complaint.

The manager will keep you informed of every stage of the process. You will receive an acknowledgement of your complaint within 3 working days.

We may contact you for further information, and will aim to respond to your complaint within 15 working days.

### **Stage 2**

If you are not happy with our response to your complaint at Stage 1, you can contact us and ask for your complaint to be looked at by the complaints handling trustee.

Please let us know in writing why you are not happy with the response from the manager.

You must do this within 3 weeks of receiving the response from us to stage 1.

The complaints handling trustee will review the complaint. You will be sent a written acknowledgement within 3 working days, and a review report within 15 working days of the acknowledgement letter.

### **Stage 3**

At this stage, if you are still not satisfied, you may be eligible to put in a complaint to the Financial Ombudsman Service. If you are eligible we will inform you of the procedure.

### **Withdrawal or exclusion from services**

Staff and volunteers at the centre work hard to give advice and support to all service users. Unfortunately, there are some circumstances where we feel that there is no alternative but to withdraw the service from a client or exclude a service user from the centre. Please ask to see our policy on this for more information.

**Our complaints policy does not affect your statutory rights.**