

Complaints

**What to do if you have a
complaint?**



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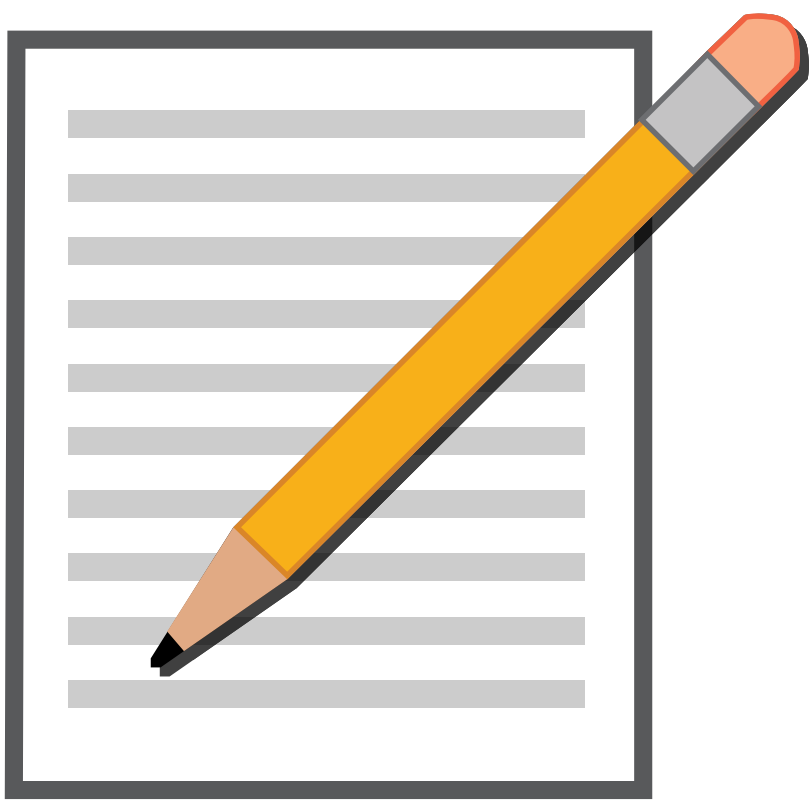
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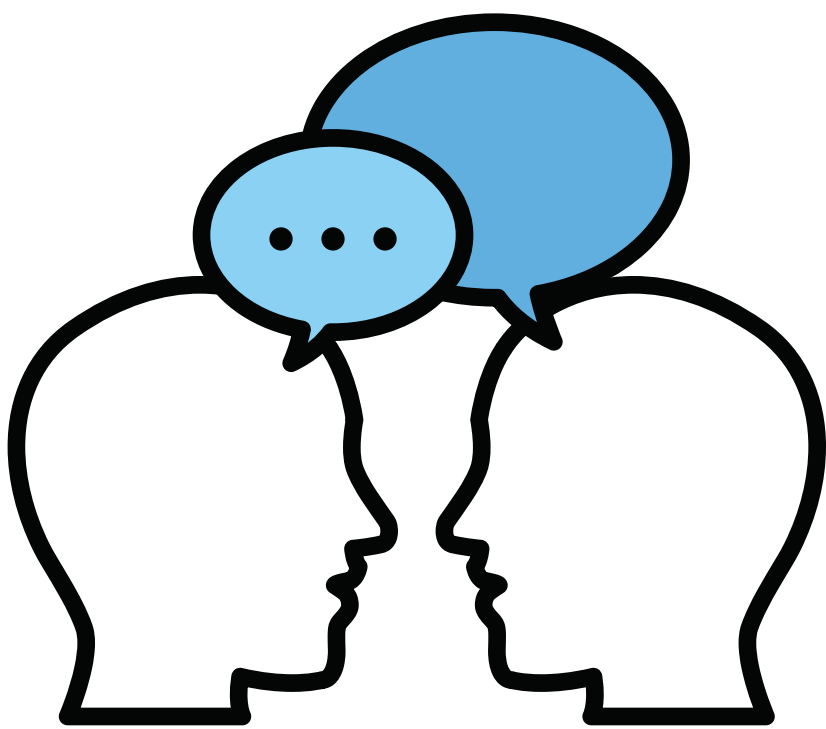
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What is a complaint?

A complaint is where someone has done something wrong and you are unhappy



It can be written **OR** spoken



If you have a problem tell someone **ASAP**



Tell us if you're unhappy

We want everyone who uses Citizens Advice's services to be happy. But if you're not.... we want to know **why**?



We'll always try to make things right. If we can't, it is good for us to know where we've gone **wrong** so we can do better in the future.

Do you have a complaint about Citizens Advice?



If you make a complaint, we'll still try to advise you. But if we can't we'll try to find **another adviser or organisation** that can help you.

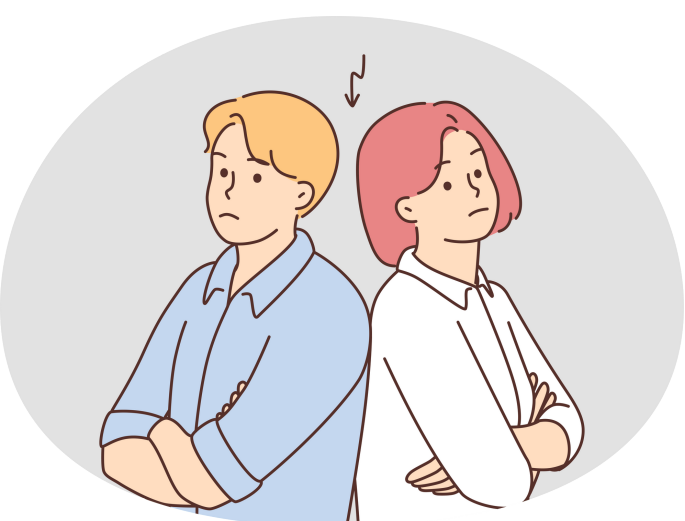
Ask us to informally resolve the problem



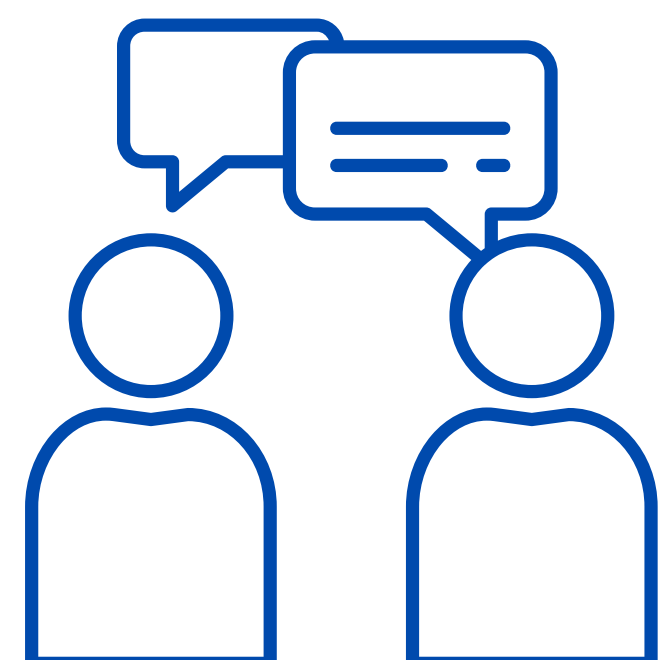
If you're unhappy with the service that you've been given or the way we've treated you, ask to speak to a **Manager**.



It's important that we know what we've done wrong as soon as it's happened so that we can try to put it right.



If you're still unhappy, you can make a **complaint** about us.



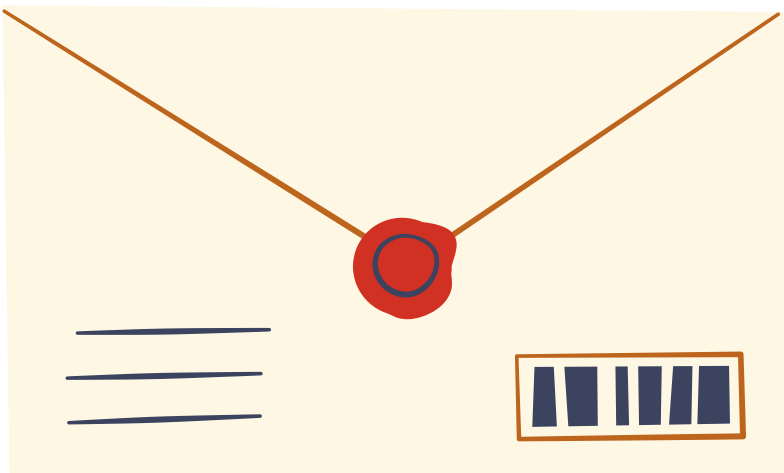
However, you **don't** have to talk to us first to make a complaint.

Making a complaint about us

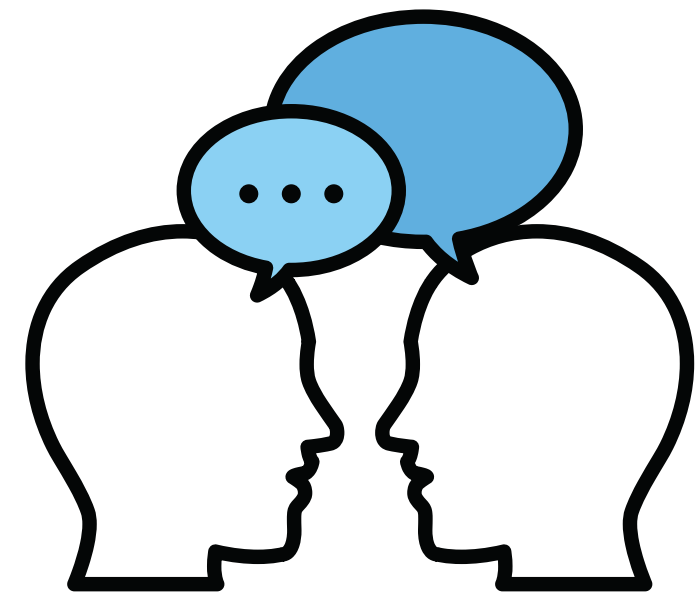
Part 1

There are different ways you can make a formal complaint:

1. Send a letter to our **Chief Officer** or the **Chair of Trustees** explaining what's happening (look at **Page 11** for details.)



2. Give details of your complaint to **Citizens Advice's Client Services team**.



When they get your complaint, they'll send it to **us** to look into it.

When we get your complaint, we might talk to you in a **different** way about it instead of the standard complaints process.

This may be **quicker** and less **stressful** for you.

Making a complaint about us

Part 2

But, we may decide to look into your complaint **without** speaking to you first.



The **Chair of the Trustees** will send you a response once it's been looked into, usually within **8 weeks** of us getting your complaint.

Your complaint will be looked at by someone who isn't involved with it, usually a **Manager** or our **Chief Officer**.



If it's going to take longer, we'll let you know why.

If we agree with your complaint, we'll say sorry for what we've done wrong and will let you know what we'll do to put things right.

Review by National Citizens Advice

If you are unhappy with our reply or what has happened to your complaint, you can ask our decision to be **reviewed**.



To do this, you must contact Citizen Advice's Client Services team within **4 weeks** of getting our response to your complaint.

You need to explain why you're unhappy with our formal response

The **Client Services Team** will review the complaint on behalf of national Citizens Advice's Chief Executive.

The review checks that:

- a) We **properly** looked into your complaint
- b) We responded to **all** of your issues
- c) Our reply was **fair** and **reasonable**



The review is **not** looking into your complaint **again**.

Review by an Independent Adjudicator

If you're unhappy with national Citizens Advice's review, you can ask for your complaint to be reviewed by an **Independent Adjudicator**.



This is someone from **outside** Citizens Advice who will decide if your complaint was dealt with **fairly or not**.



If you want an Independent Adjudicator Review, you must get in touch with the **Client Services team** within **4 weeks** of getting your review and explain to them why you're unhappy with the review.



The Independent Adjudicator's decision is final and is the **last part** of the complaints process.

Advice about your Debt or Credit Record

If we gave you debt or credit card advice, you can also complain about us to the **Financial Ombudsman Service**.



But, you can only do this

1. When we've let you have a formal response to your complaint

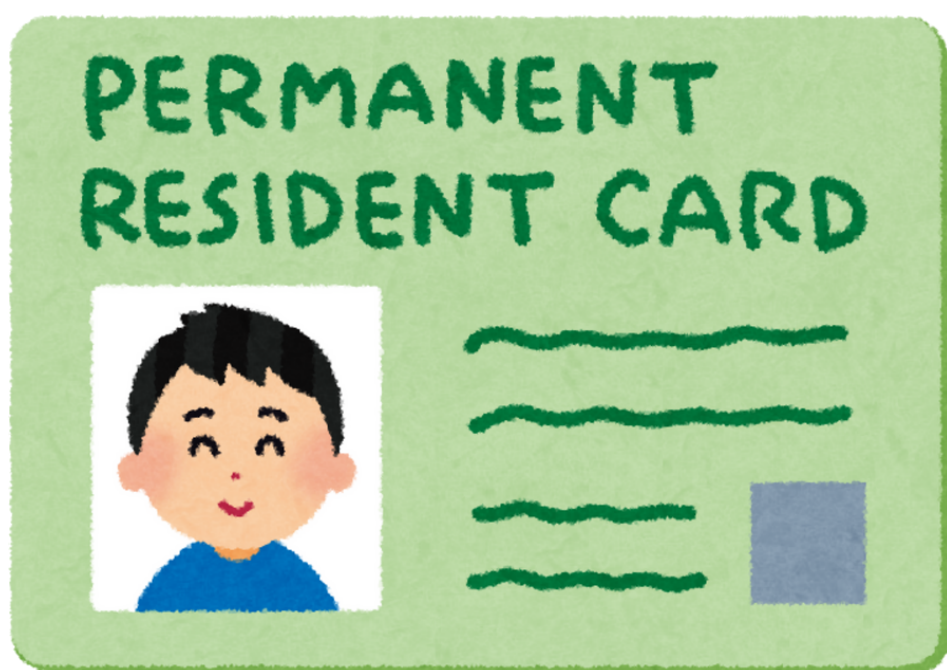
2. If we don't respond to you within **8 weeks** of receiving your complaint.



Or, you can ask the Client Services team to look at your complaint **after** we've sent you our response.

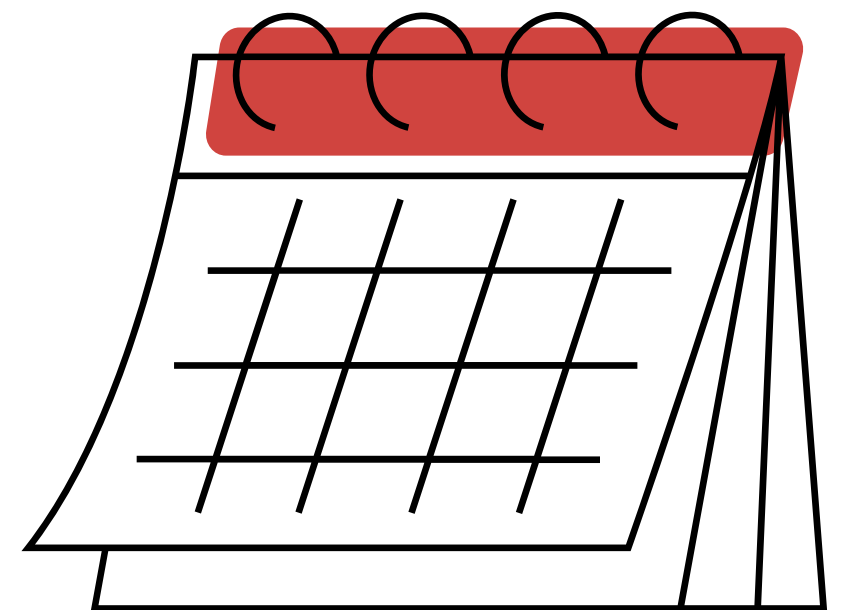
Immigration Advice

If we gave you advice about Immigration, you can complain about us to the **Office of Immigration Services Commissioner (OISC)**.



You should complain to the Office within **12 months** of receiving our advice.

You can make a complaint to the **Office of Immigration Services Commissioner** at any time when receiving immigration advice.



List of important words:



Chair of Trustees = The person that sends you a formal response when a Manager or Chief Officer are looking into your complaint.

Client Services Team = the team that reviews your complaint on behalf of National Citizens Advice's Chief Executive.

Financial Ombudsman = it is the place that you complain to if you're not happy with a claim or service.

Independent Adjudicator = someone from outside Citizens Advice who will decide whether your complaint was dealt with fairly.

OISC = Office of the Immigration Services Commissioner.



Who to contact if you want to complain?

Write your letter at the top to **The Chief Officer** or **The Chair of the Trustees** and add this address below:

Citizens Advice Hart, Civic Offices, Harlington Way, Fleet,
Hampshire, GU51 4AE.

Other organisations to complain to:

Citizens Advice's Client Service:

Phone: 03000 231 900

Email:
feedback@citizensadvice.org.uk

Information on how to complain
on our website:

[https://www.citizensadvice.org.uk/
about-us/contact-us/complain-
online](https://www.citizensadvice.org.uk/about-us/contact-us/complain-online)

Financial Ombudsman Service:

Phone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

You can complain online at:

[https://www.financialombudsma
n.org.uk/contact-us/complain-
online](https://www.financialombudsman.org.uk/contact-us/complain-online)

Immigration Advice Authority (IAA)

Email:
[complaints@immigrationadviceauthorit
y.gov.uk](mailto:complaints@immigrationadviceauthority.gov.uk)

Information on how to complain on
their website: [https://www.gov.uk/find-
an-immigration-adviser/complain-
about-an-adviser](https://www.gov.uk/find-an-immigration-adviser/complain-about-an-adviser)