

Financial Ombudsman Service

The Financial Ombudsman Service provides a free, independent service for clients to solve disputes with not-for-profit debt advice providers.

The Financial Ombudsman Service will only step in once the bureau has had the opportunity to investigate matters, so please contact the bureau first.

If your complaint is about debt advice or if you were seeking advice about your credit record and you are not satisfied with the bureau's final response or if eight weeks have passed since you first let the bureau know about your concerns, you can ask the Financial Ombudsman to review your complaint.

Contact the Financial Ombudsman Service

By post:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall London
E14 9SR

By phone:

0800 023 4567 – free for people phoning from a 'fixed' line (e.g. a landline at home)
0300 123 9123 – free for mobile phone users who pay a monthly charge for calls to numbers starting 01 and 02.

By email:

complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Send your complaint to

The Manager of the Citizens Advice Bureau or the Chair of the Trustee Board at the address below:

Bexley Citizens Advice Bureaux Ltd
42 Pier Road Erith
DA8 1TA

Charity number: 1368988 Company number: 275955 Authorised and regulated by the Financial Conduct Authority FRN: 617508

Or make your complaint via Citizens Advice:

By phone: 0300 023 1900

By email: feedback@citizensadvice.org.uk

Citizens Advice
3rd Floor North
200 Aldersgate Street
London
EC1A 4HD

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux.

Registered charity number 279057.



Do you have a complaint about a Citizens Advice Bureau?



Your right to complain

.....

Every year the CAB service helps millions of people. However, every so often someone comes away from a bureau feeling unhappy. Perhaps you had to wait for ages, only to find out that there is very little we can do for you. Perhaps you felt that you were not treated with respect or courtesy. Perhaps our advice didn't help or was wrong.

Unfortunately, these things happen. We know we are not perfect. But we aim to be.

That is why we have a complaints procedure. Sometimes we can put things right; sometimes we can only explain ourselves and apologise. But we do want to learn from our mistakes. What you tell us helps to improve our service to you.

We will treat your complaint confidentially, seriously and quickly.

What can I do?

.....

It is important to let the bureau know that you are unhappy and to give them the chance to put things right. Don't be afraid to speak to the manager or deputy manager – she or he might be able to sort out the problem straight away. Otherwise, move to the more formal process.

If you are not a client, ask the bureau manager to explain the Third-Party complaints procedure to you.

Making a formal complaint

.....

There are several ways to make a complaint. You can put the information in a letter and send it to the address on the back of this leaflet or drop it into the bureau.

Complaints can be addressed to the bureau manager or chair. You can tell the bureau on the phone or face-to-face that you want them to investigate your complaint.

If you prefer, you can ask National Citizens Advice to refer your complaint to the bureau. You can complain via Citizens Advice by calling our complaints line. Or you can email your complaint. Citizens Advice will assess who is the best person to handle your complaint and ask them to deal with it. Contact details are at the back of this leaflet.

Your complaint will be investigated by the bureau manager under the direction of the chair of the bureau, or by the chair if you are complaining about the manager. If it is upheld, you will get a full apology and, where appropriate, be given details of any action that the bureau is taking to put things right. If you are not satisfied with the outcome, you can ask for a further review.

The
bureau
will tell
you how
to do
this.

The
bureau
will aim
to
respond
in full to
your



complaint in eight weeks. However, if the issue is complicated, any delay will be explained, and you will be kept informed of progress.

Review of your complaint

.....

If you are still not happy after the bureau's response, you can request a further review.

The review will be conducted under the direction of the Citizens Advice Chief Executive. If you are still not happy, you can ask for your complaint to be looked at by an Independent Adjudicator.

Review by an Adjudicator

.....

Finally, your complaint may go to a person who is entirely separate from the CAB service. This person is called the Independent Adjudicator. If you want to progress to this stage, you must do so within four weeks of receiving the Citizens Advice review.