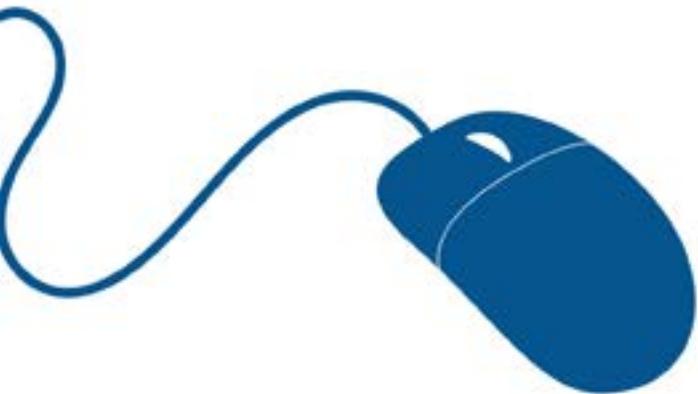


Who to complain to

Service Manager

Merrion Business Centre
58 Howard Street
Belfast BT1 6PL

To Contact Citizens Advice Belfast
0300 1 233 233
amyinbelfast@citizensadvice.com



Financial Ombudsman service

By post:

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

By Phone:

0800 0 234 567 – free for people phoning from a ‘fixed’ line (eg a landline at home)

0300 123 9 123 – 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

citizensadvicebelfast.com

Do you have a complaint about Citizens Advice?



Belfast

If we've let you down, tell us

We want everyone who uses Citizens Advice to be happy with the service we provide. That's why, if we've let you down, we want to hear from you – no matter how big or small the issue is.

Often, we'll be able to put things right. And even when we can't, knowing where we've gone wrong will help us do better in the future.

We promise to deal with every complaint quickly, professionally and confidentially.

Asking the local Citizens Advice to resolve the problem

It's important to the local Citizens Advice to know what we've done wrong, so we can do our best to put it right.

Don't be afraid to speak to the Advice Coordinator in your local office. They will often be able to solve the problem straight away.

If they can't, or you're still not happy, you can make a formal complaint.

Making a formal complaint

You can write a letter explaining what happened and send it to the address on the back of this leaflet.

Your complaint will be investigated by our Service Manager, if it's upheld, we'll apologise fully – and, if appropriate, let you know what we're doing to put things right.

We will acknowledge your complaint within 5 days. We will investigate and provide a full response in 8 weeks. If it's going to take longer than this, we'll explain why and keep you informed of progress.

Asking for a review

If you feel we haven't dealt with your complaint properly, or you aren't satisfied with the outcome, you can ask us to review the decision.

Please make sure you ask for this within five days of receiving the decision. This review will be carried out by the Executive Director of Citizens Advice Northern Ireland. This will be acknowledged within 5 working days.

Once this has been completed a copy of the Citizens Advice review will be sent to you and the local Citizens Advice Chair. and copied to the relevant Network Development Manager.

Using an independent adjudicator

If you are still not happy with the decision, you can refer your complaint to an independent adjudicator.

An independent adjudicator is someone unconnected with Citizens Advice who will decide whether we've dealt with your complaint fairly.

The request for an independent adjudicator review should be made within 4 weeks of receiving the Citizens Advice review. Requests submitted outside of this period will be considered as a reasonable adjustment or if there are extenuating circumstances.