Complaints about our service

Every year, Coventry Independent Advice Centre helps hundreds of people in the city. However, on some occasions, someone comes away 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 did not help or you thought it was wrong?

Unfortunately, these things sometimes happen. We try to do the best we can. 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.

**How we handle complaints**

We will treat your complaint confidentially and seriously. A form is attached that you may wish to use but we are happy for you to make your complaint over the telephone or by email if you prefer.

* Telephone: 024 7652 1100
* In writing: Coventry Independent Advice Service, Oakwood House, Coventry CV1 2HL.
* Online: [info@covadvice.org.uk](mailto:info@covadvice.org.uk)

In the first instance, we will involve the adviser or the member of staff who you spoke to. Of course, if you are able to raise your concerns with them at the time the problem arises we usually find that it can be resolved most easily there and then.

If you are not happy with our first response, we will have your complaint looked at independently by up to two more senior people within our charity.

**How long it will take**

We will always try to resolve a problem at the time you raise it with us. If we do need to make further investigations, we will give you a timescale on which we expect to contact you again. We would expect in nearly all cases to be able to do this within 10 working days. In the very unlikely event that we are not able to resolve matters to your satisfaction within 8 weeks from the time you first contact us we will issue a final response letter.

**What to do if we cannot reach an agreement**

In the unlikely event that you are still unhappy with the outcome you may ask for your case to be looked at by an independent reviewer. You must contact them within 6 months of the date of our final response letter. We will advise you at the time but for most debt cases this will be the Financial Ombudsman Service or, for all other matters, the Centre for Effective Dispute Resolution.

Their details are:

**Financial Ombudsman Service**

Exchange Tower, London E14 9SR

Telephone: 0300 123 9 123

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

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**Centre for Effective Dispute Resolution**

International Dispute Resolution Centre

70 Fleet Street, London EC4Y 1EU

Telephone: 020 7536 6000

Email: info@cedr.com

[www.cedr.com](http://www.cedr.com)

**Complaints form**

You do not have to use this form but it helps for you to set out your complaint in this way. If you have difficulty completing this form, or would prefer to speak to someone in person, please call 024 7652 1100 and let us know.

1. Please tell us the details of your complaint. (If your complaint is about a specific incident, or a member of staff, please give dates and as much detail as possible.)
2. Please tell us what you feel should, or should not, have happened.
3. Please tell us what you would like us to do to put things right.
4. Is there anything else you want to tell us (continue on a separate piece of paper if necessary)

Your name:

Your address:

Your telephone number: Your email:

Please hand this form in at our reception or you can post it to:

**Coventry Independent Advice Service, Oakwood House, Coventry CV1 2HL**.

You can also send your complaint by email to: [info@covadvice.org.uk](mailto:info@covadvice.org.uk)

We are a charity registered in England and Wales (no. 1015216). Our debt advice services are regulated by the Financial Conduct Authority (FCA).

*Last revised: 25th May 2016*