

Who to complain to:

Citizens Advice LeicesterShire

You can make a complaint in writing to:

Richard Evans
Chief Executive
Citizens Advice LeicesterShire
2nd Floor Clarence House
46 Humberstone Gate
Leicester
LE1 3PJ

or email:
contact@citizensadviceleicestershire.org.

Financial Ombudsman Service

By post:

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

By phone:

0800 243 4567 (free from landlines)

0300 123 9123 (free from mobiles)

By email:

complaint.info@financial-ombudman.org.uk

Online:

www.financial-ombudsman.org.uk

Immigration casework complaints

The Immigration Services Commissioner who looks after the standards of immigration advice will investigate complaints about immigration casework. You can make a complaint instead of approaching Citizens Advice LeicesterShire or can do so at any stage during the complaint procedure.

By post:

Office of the Immigration
Services Commissioner
Complaints Team
5th Floor, 21 Bloomsbury Street
London
WC1B 3HF

By phone:

0207 211 1500
0345 000 0046

By email:

complaints@oisc.gov.uk

Website:

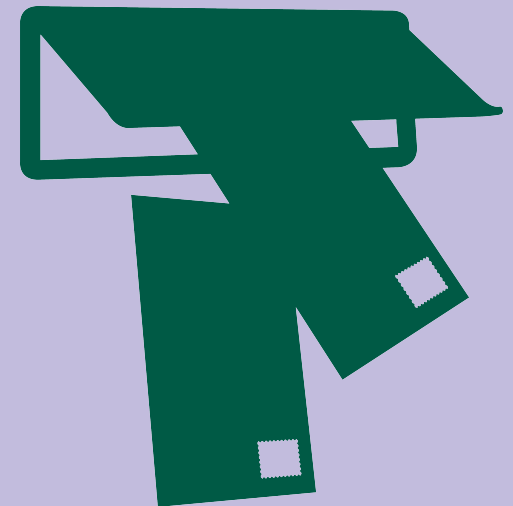
[gov.uk/find-an-immigration-adviser/
complain-about-an-adviser](http://gov.uk/find-an-immigration-adviser/complain-about-an-adviser)

citizensadviceleicestershire.org



Published July 2018. Citizens Advice LeicesterShire is a local charity. Charity registration number 1135081. Company limited by guarantee. Registered number 07186736 England. Authorised and regulated by the Financial Conduct Authority FRN: 617648.

Do you have a complaint about Citizens Advice LeicesterShire?



LeicesterShire

If we've let you down, tell us

We want everyone who uses Citizens Advice LeicesterShire 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 to do better in the future.

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

Asking Citizens Advice LeicesterShire to resolve a problem

It is important that we know if we've got something wrong, so we can do our best to put it right.

Don't be afraid to speak to the Chief Executive, Richard Evans, who is in charge of complaints. We'll often be able to solve the problem straight away.

If we can't resolve the problem straight away, or you are still not happy, then you can make a formal complaint.

Making a formal complaint

There are several ways to make a complaint. You can write a letter explaining what happened and send it to the address on the back of this leaflet, email the Chief Executive or drop your complaint into one of our local branches.

Your complaint will be investigated by someone who is not directly involved. If it is upheld, we will apologise fully - and, if appropriate, let you know what we are doing to put it right.

We aim to respond to every complaint within eight 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 four weeks of receiving the decision by contacting our Chief Executive, Richard Evans, who will oversee the review. Contact details are on the back of this leaflet.

Using an independent adjudicator

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

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

If you want to progress to this stage, you must contact the national Citizens Advice feedback team within four weeks of receiving your review decision from Citizens Advice LeicesterShire.

Contact:

feedback@citizensadvice.org.uk
or 03000 231 900.

Contacting the 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 Citizens Advice LeicesterShire has had an opportunity to investigate a complaint, so please **contact us first.**