

Do you have a complaint about Citizens Advice?

A brief guide on how to make a
complaint



**free, friendly and
completely confidential advice**

If we have 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 have let you down, we want to hear from you – **no matter how big or small the issue is.**

Often, we are able to put things right and even when we cannot, knowing where we have gone wrong will help us do better in the future.

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

Feedback and complaints

You can make a complaint if you are not happy:

- with the advice you have been given
- about how you have been treated
- because you have had difficulty getting in contact

Ask us to resolve the problem

It is important that we know what we have done wrong, so we can put it right.

Do not be afraid to speak to the Supervisor. They will often be able to solve the problem straight away.

If the Supervisor cannot solve the issue, or you are 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 or drop it into our office.

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 things right.

Asking for a review

If you feel we have not dealt with your complaint properly, or you are not 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. This review will be overseen by national Citizens Advice.

General disclaimer

The purpose of this note is to provide general guidance. While it is believed to be accurate and up to date, it is not authoritative and has no legal effect. No warranty is given that the text is free of errors and omissions, and no liability is accepted for any loss arising from its use. Users of this guidance note are encouraged to exercise their own skill and care in relation to the information contained in this guidance note and to obtain relevant professional advice.



call us on

24 22 66

For free, friendly and completely confidential advice on:

Separation or divorce

Employment issues

Petty debts

Housing problems

Guernsey wills

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... and much more

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Bus Route 32

What3Words:
develops.directly.rescues.

citizensadvice.org.gg

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