

Our vision is to be the advice centre that best understands and serves the needs of local people. What drives us is to improve lives and communities, and to provide high quality, independent advice services that are trusted, in an environment where people feel welcome.

More information about complaints

- If your complaint concerns **immigration advice** you may complain directly to the Office of the Immigration Services Commissioner (OISC): www.oisc.gov.uk, Tel: 0207 211 1500 or e-mail: complaints@oisc.gov.uk
- If your complaint concerns **debt advice** and you feel it has not been resolved through our internal procedure, you may complain to the Financial Ombudsman Service: www.financial-ombudsman.org.uk, Tel: 0800 024 4567 or e-mail: complaint.info@financial-ombudsman.org.uk.

Suggestions and Complaints

Your guide to making a suggestion about how we can improve our service or how to make a complaint if you're dissatisfied

At St Pauls Advice Centre we aim to offer a high standard, professional service, however we are interested in your views as to how we could improve.

If you want to make a suggestion about our service, please tick here:

If you are dissatisfied about the service you have received, please tick here:

Please use the space below to tell us about your suggestion or complaint

You don't have to use this form to tell us about a suggestion or make a complaint. You can simply send us an email or letter, or you can use the contact form on our website at: www.stpaulsadvic.org.uk/contact-us/
You will find our full contact details at the back of this leaflet.

Your contact details

You only need to provide your contact details, if you want us to respond to your suggestion or complaint.

Name	Date
Address	
Email	Phone

Complaints process

A summary of our complaints procedure is given below. The full procedure is available on request.

Stage 1

Your complaint will be investigated by the Manager, Steve Woodcock.

If you have provided contact details, the Manager will give a response to your complaint as soon as possible, confirming any action being taken as a result.

If your complaint is about the Manager you should go to stage 2 of the procedure.

Stage 2

If you are still unhappy after taking your complaint to the Manager, you can complain directly to the advice centre's Management Committee.

You will need to send a letter or email to the Chair of the Committee stating why you remain dissatisfied. Contact details are overleaf.

They may ask you for more information about your complaint so they can deal with your complaint effectively.

Stage 3

Once the Management Committee has completed their investigations, they will write to you, giving details of how they looked into your complaint and what they intend to do about it.

You should receive this letter within 25 working days from the date your complaint was received, although this may vary depending on investigations needed.

The Committee decision is final and there is no right of appeal.