

Your name and address:

Your phone number:

Date and time of incident complained of:

What is your complaint? (Continue on a separate sheet of paper if necessary)

What outcome are you looking for?

## **“HAVE YOUR SAY”**

**We want to hear your  
Comments and Complaints  
about our Service to you.**

**COMMUNITY LAW SERVICE  
49-53 HAZELWOOD ROAD, NORTHAMPTON, NN1 1LG**

**Registered Charity No. 1128718**

# Your Complaint

We want where possible to help you with your complaint at first point of contact. If this is not possible, we will use the following procedure:

## Informal Complaint

If you are dissatisfied with any aspect of the service you have received then you should submit a Complaint in writing and it will be referred to the Chief Executive or their nominated representative. If you require any assistance in completing this then please let us know. We will acknowledge your complaint in writing and where possible seek to resolve your complaint informally with you within 5 working days.

## Formal Complaint

If the circumstances relating to your complaint are deemed by the Chief Executive to require a formal investigation then you will be advised accordingly and you will receive a full written response to the complaint once this process has been completed which would normally be within 28 days of receipt of the complaint. This process may require us to obtain more information from you concerning your complaint.

We will also carry out a formal investigation if you are not satisfied with the outcome of any informal response.

## If you are still dissatisfied

If you are still unhappy or feel that your complaint has not been dealt with properly you have 28 days in which to appeal. All appeals will be dealt with by the Chair of the Board of Trustees whose decision is final.

If you are not satisfied with the response from us, or if eight weeks have passed since you first let us know about your concerns, you can contact the following organisations who will review your complaint:

## Debt Matters -

Phone: 0800 023 4567

Email: [complaint.info@financialombudsman.org.uk](mailto:complaint.info@financialombudsman.org.uk)

## Complaints specifically relating to Debt Relief Orders/Intermediaries –

Contact the relevant competent authority. Your DRO letter of advice confirms which. Complaints to the Institute of Money Advisers should be made via [competent.authority@i-m-a.org.uk](mailto:competent.authority@i-m-a.org.uk). Complaints to Advice UK should be made via [membership@adviceuk.org.uk](mailto:membership@adviceuk.org.uk).

## Immigration Matters -

<https://www.gov.uk/find-an-immigration-adviser/complain-about-an-adviser>

## Housing Legal Aid Matters –

<https://www.legalombudsman.org.uk/make-a-complaint/>

## Your Comments

We welcome and value any opinions or suggestions from clients and other members of the public that could improve the service we provide. Comments forms are available in the reception area, our website or from a member of staff.