HUNTINGDON AREA Money Advice
Free & confidential debt advice service

Associated with cma community money advice

COMPLAINTS POLICY

Huntingdon Area Money Advice (HAMA) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Every HAMA client will be given the opportunity to compliment, comment or complain about the service they receive from HAMA.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at HAMA knows what to do if a complaint is received.
- To act in a responsive, friendly and sensitive manner.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired as quickly as possible.
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the service received from HAMA, including Data Protection complaints about how we have used personal data.

Where Complaints Come From

- Complaints may come from any person or organisation that has dealings with HAMA, including centre clients and staff / volunteers.
- A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know, and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the HAMA trustees.

Review

This policy is reviewed every three years, and updated as required.

Monitoring and Learning from Complaints

All complaints will be recorded and kept on file, including those which were resolved without being put in writing. An Incident form will be used to record the complaint, the investigation into the complaint and the outcome (corrective and preventative action). Incidents which might justify a complaint will also be recorded as an incident, even if no complaint is received. All complaints shall be treated with regard to the Confidentiality Policy.

The Centre Manager will make a report once a year to the trustees, summarising the nature of complaints received and how they were resolved, to identify any trends that may indicate a need to take further action.

Publicising the Procedure

The Centre Manager is responsible for ensuring that leaflets are available welcoming complaints from users and the leaflets clearly explain the procedure for making a complaint. The HAMA booklet makes reference to the availability of this document on the website and the Comments, Compliments and Complaints leaflet will be given to all clients.

Approved by HAMA Trustees on 14th July 2026
For review July 2029