HUNTINGDON AREA Money Advice
Free & confidential debt advice service

Associated with cma community money advice

# Comments, Compliments & Complaints

## Comments

Huntingdon Area Money Advice welcomes feedback on the service you have received.

If there are things you feel could be changed to make the service better, please do let us know.

## Compliments

If you feel the service or advisers have been especially helpful or supportive, we would love to hear about it so that we can encourage our team of advisers and other volunteers.

## Complaints

If you are unhappy about any aspect of the advice or support you have received, or how we have used your personal data, please do talk to your adviser first, but if the matter cannot be resolved, then do let us know as we have a dedicated complaints procedure.

***Stage 1***

You can make a complaint verbally, in writing, or by completing this form. Receipt will be acknowledged within 3 working days and you will be given a designated contact who will support you through the process.

Your complaint will be investigated thoroughly and you will receive a written response within 8 weeks.

***Stage 2***

If you are unsatisfied with our response, or we have not responded in full after 8 weeks, you can pursue your complaint with the Financial Ombudsman Service (FOS). This must be within 6 months of our final response.
https://help.financial-ombudsman.org.uk/help
*Or*
you can contact the FOS direct:
0300 123 9123 or 0800 023 4567
Email complaint.info@financial-ombudsman.org.uk

If the complaint is regarding how we have used your personal data you can pursue your complaint with the Information Commissioner's Office.
See https://ico.org.uk/make-a-complaint/

# Form for Comments, Compliments or Complaints

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| Your name: |
| Phone number or address for us to contact you: |
| Date: |

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| Details of your comment, compliment or complaint: |
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**Please return the completed form to Huntingdon Area Money Advice**