

## **Information about the Complaints Procedure for clients**

Kirklees Citizens Advice and Law Centre aims to provide high quality advice to our clients but we know that sometimes clients may not be satisfied with our service.

If you are not satisfied with the service you receive we ask that you raise this with your caseworker, or another staff member, as soon as the problem arises. We hope that we would be able to resolve any problems informally.

If you are still not satisfied then you may wish to submit a written complaint. If you do not feel that you are able to put your complaint in writing you can ask a staff member to arrange for someone to help you.

Our formal Complaints Procedure begins when we receive a written complaint.

### **We will acknowledge your complaint within five working days of receipt.**

We will tell you :

- That we have received the complaint
- Who will be dealing with the complaint
- How long we think it will take to deal with the complaint
- What else you can do if you are still not satisfied

### **We will write to you within eight weeks of receipt of your complaint to tell you the result of our investigation.**

We may need to talk to you during this period to get some more details about what has happened and how it has affected you.

If we are not able to respond to your complaint within this timescale we will write to you and tell you why and when we hope to be able to respond.

### **If you are still not satisfied after the complaint has been investigated and you have received our response you could :**

- Make a new complaint about the way that the complaint has been handled (this would be investigated by a different member of staff but the same timescales would apply)
- Complain to Citizens Advice
- Complain to the Financial Ombudsman if the complaint is about work that falls into their criteria
- Complain to the Legal Ombudsman if the complaint is about legal work undertaken or supervised by one of our solicitors

*Details of how to contact these other bodies will be sent to you with our response.*