



Complaints Leaflet

Please tell us if you're not happy with our service

Your right to complain

If you are not satisfied with any aspect of the service you have received, please let us know. We welcome complaints because they help us to improve the quality of the service.

We treat all complaints seriously and we deal with them promptly

We keep complaints confidential. Our advice records and our complaints records are completely separate.

If you've got a complaint, you have a choice of ways to get it sorted out:

- You can discuss your complaint directly with the person you are dealing with. This is probably the best way to have your concerns heard and to help resolve the issue of concern.
- If you do not feel confident speaking to the person you are dealing with, you can ask to speak to the manager.
- If the manager is not available, a suitable appointment date can be offered.
- If you are not already in contact with our service at the time you wish to make a complaint, the easiest way to get in touch is to visit one of our Bureau Premises. Details of our locations and opening times can be found here: [Locations and opening times — Citizens Advice Edinburgh](#)
- You can telephone 0131 510 5510 and ask to speak to the manager
- You are welcome to ask someone else to make your complaint for you by telephone, letter, or coming into the CAB – but make sure they have your written consent first.
- You can fill out the complaint form given here and send it to Complaints at Citizens Advice Edinburgh 58 Dundas Street, EH3 6QZ.
- If you do not wish to complain to CAE directly, you can complain to our Association, by completing the form below and sending it to Citizens Advice Scotland, 2 Powderhall Road, Edinburgh EH7 4GB or info@cas.org.uk

We will write to acknowledge your complaint within five working days, telling you what action is being taken, who is dealing with your complaint and when you can expect to receive a full reply. Every effort will be made to complete the investigation within the next twenty-five working days. If it takes longer, we will keep you informed of progress.

A copy of the CAS complaints policy and procedure is available at www.cas.org.uk/complaints or can be requested from Citizens Advice Scotland, 2 Powderhall Road, Edinburgh EH7 4GB.

Complaint Form

Your name:

Address:

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Telephone number (if any):

Email (if any):

Your complaint

Please give as much detail as you can, including the time and date when the problem arose. You should also sign and date the form.

Signed: Date: