

## How to contact us

Money Advice Plus

Tisbury Road Offices, Hove Town Hall

Tisbury Road, Hove, BN3 3BQ

**FREEPHONE: 08081 963699**

Opening hours Mon - Fri: 9.30am - 1pm, 2pm - 5pm

[advice@moneyadviceplus.org.uk](mailto:advice@moneyadviceplus.org.uk)

[www.moneyadviceplus.org.uk](http://www.moneyadviceplus.org.uk)

If you need any help furthering your complaint,  
please contact Karen Perrier, Chief Executive

[karen.perrier@moneyadviceplus.org.uk](mailto:karen.perrier@moneyadviceplus.org.uk)

## Who else can you contact?

### Brighton and Hove City Council

FREEPOST SEA 2560, Brighton BN1 1ZW

[complaints@brighton-hove.gov.uk](mailto:complaints@brighton-hove.gov.uk) Phone: 01273 291229

### West Sussex County Council

Complaints Team, West Sussex County Council  
Social and Caring Services, County Hall, Tower Street  
Chichester West Sussex, PO19 1QT

[complaints.&.representations.ss@westsussex.gov.uk](mailto:complaints.&.representations.ss@westsussex.gov.uk)

Phone: (01243) 752164 Textphone: (01243) 787503

### East Sussex County Council

Complaints and Feedback Team, East Sussex County  
Council County Hall St Anne's Crescent Lewes BN7 1UE

[asccomplaintsfeedback@eastsussex.gov.uk](mailto:asccomplaintsfeedback@eastsussex.gov.uk)

Phone: 01273 481242

## Who else can you contact?

### Local Government and Social Care Ombudsman

For complaints about adult social care services.

Phone 0300 061 0614

For more information go to [www.lgo.org.uk](http://www.lgo.org.uk)

### The Financial Ombudsman

Phone: **0800 023 4567**

Money Advice Plus is authorised and regulated by the Financial Conduct Authority (FCA) in respect of debt counselling activities. Because of this you are entitled to use the Financial Ombudsman's complaints procedure if we have dealt with your complaint but you are unhappy with our response.

Call with your enquiry or complaint and they will guide you through the complaint form over the phone. More information about the complaints scheme is here

[www.financial-ombudsman.org.uk/consumer/complaints.htm](http://www.financial-ombudsman.org.uk/consumer/complaints.htm)

Clients who have been advised on immigration matters can contact:

### The Office of the Immigration Services Commissioner,

Complaints Team 5th Floor,

Counting House, 53 Tooley Street, London, SE1 2QN

Phone: 0345 000 0046

[www.oisc.homeoffice.gov.uk/](http://www.oisc.homeoffice.gov.uk/)

[complaints\\_about\\_immigration\\_advice/](http://www.oisc.homeoffice.gov.uk/complaints_about_immigration_advice/)

You are also entitled to complain to anyone else you may consider appropriate such as your local Councillor or M.P.

**MONEY  
ADVICE  
PLUS**

**How to make a  
complaint if you  
are not happy  
with us**

Money Advice and Community Support Service trading as Money Advice Plus.  
Charity number: 1045340 Company number: 3029782  
Money Advice and Community Support is authorised and regulated by the  
Financial Conduct Authority: reg. no. 618927



**advice UK**  
The voice of independent advice

## Stage 1: Informal investigation

There are two ways you can make a complaint:

Please see overleaf: **How to contact us** and either:

1. Tell your caseworker - unless it is their behaviour that is the cause for complaint and you find it difficult to tell them so then you can.....

2. Raise a complaint directly with a duty supervisor, duty manager or our Chief Executive, Karen Perrier. karen.perrier@moneyadviceplus.org.uk The Chief Executive will pass your correspondence to a manager or supervisor to look at.

If writing, please put the name of the person who you would like to read your complaint.

In all cases efforts will be made to sort out concerns or complaints or clear up misunderstandings informally and quickly by discussion between you and the manager, with the member of staff concerned.

Your complaint will be treated in strict confidence. However, if the complaint is about a member of staff, the person concerned will normally be informed unless you specifically request otherwise. If you do so, this may limit the extent of the investigation.

Whichever way you choose to make a complaint, it will be looked at by a manager and if at all possible resolved at this informal stage. You will receive written confirmation that your complaint has been received within **5 days** and you will have a response from a manager within **28 days**.

If for any reason we cannot respond within these time scales, we will let you know why, and will keep you informed of the progress of your complaint.

If you are not satisfied with this response, you have **14 days** to contact the Chief Executive to let her know.

## Stage 2: Formal investigation

If you reply and tell us that you are not happy with the decision, we will send you written acknowledgement, an outline of what we will be doing and who will be involved in looking at your complaint again. A manager who was not involved in stage 1 will look at the matter and contact you to discuss the matter.

If possible we aim to resolve the problem at this stage and you will receive a response in writing within 28 days from when you let us know you weren't satisfied with the result of Stage 1.

If you are not satisfied with this response, you have **14 days** to contact the Chief Executive to let her know and she will pass this on to the Chair of the Board of Trustees or you can write directly to the Chair at the address overleaf.

If you have a complaint about our service but do not want to complain directly to Money Advice Plus, please refer to stage 4 of this procedure.

## Stage 3: Review Panel

The Chair will write to you within **14 days** to tell you more about the process and who will be involved.

The Chair will instigate an investigation by people not involved in the earlier decisions. You will receive a response in writing from the Chair within **28 days** of the Chair's acknowledgement letter.

This is the final stage in our complaints procedure but this does not affect your right to contact someone else if you feel your complaint has not been dealt with properly.

## Stage 4: External

If you are not satisfied with our response after Stage 3, you are entitled to take your complaint further and if you need help, we will help you start a complaint to the organisation which funds or regulates the service you have received.

Money Advice Plus helps people who are having difficulties managing their money. We aim to provide a high standard of service. Nevertheless, we are aware that problems can arise. The comments and complaints from our clients are one of the ways that we check on the quality of the service and improve it wherever possible.

Because we are dealing with the personal affairs of our clients the service is strictly confidential. No details will be given to anyone without the permission of the person to whom they refer. We have written guidelines on this which can be found on our website, read at our office or a copy can be sent to you

We welcome complaints and comments from all users of the service, from those who are waiting to use the service, and from anyone who represents the interests of a client or possible client, whether they represent a statutory, charitable or private organisation, or a friend or relative.

***We shall need to satisfy ourselves that the person making a complaint on a client's behalf is authorised to represent the interests of the client.***

Complaints and comments can be about any aspect of the service. This includes, but is not limited to:

- Discourtesy or lack of consideration and attentiveness in our dealings with anyone, regardless of gender, ethnicity, religion, or any other social distinction.
- Negligence or error in managing the money of a client of the service.
- Giving false or misleading information or bad advice

*The person with overall responsibility for the complaints procedure is the Chair of Money Advice Plus Board of Trustees.*