

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

info@moneyadviceplus.org.uk

www.moneyadviceplus.org.uk

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

info@moneyadviceplus.org.uk

Who else can you contact?

Brighton and Hove City Council

<https://www.brighton-hove.gov.uk/council-and-democracy/feedback-about-council-services/how-make-complaint>

West Sussex County Council

<https://www.westsussex.gov.uk/about-the-council/have-your-say/comments-suggestions-compliments-and-complaints/>

email socialcare@westsussex.gov.uk

Tel: 01243 642121

East Sussex County Council

<https://www.eastsussex.gov.uk/social-care/getting-help-from-us/asc-complaints-feedback>

email Adult Social Care Complaints

Tel: Switchboard – 0345 608 0190

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 <https://www.lgo.org.uk/make-a-complaint>

The Financial Ombudsman

Phone: 0800 111 6768 (freephone)

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

<https://www.fca.org.uk/consumers/how-complain>

Clients who have been advised on immigration matters can contact:

The Office of the Immigration Services

Commissioner, Complaints Team, OISC, PO Box 567, Dartford, DA1 9XW

Phone: 0345 000 0046

<https://www.gov.uk/find-an-immigration-adviser/complain-about-an-adviser>

email complaints@oisc.gov.uk

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

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.

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 1: Informal investigation

There are two ways you can make a complaint:

1. Tell your caseworker - unless they are the cause for complaint and you find it difficult to tell them. If so you can.....

2. Raise a complaint directly with a manager or our Chief Executive.

Tel: Hove office 08081 963699 or Eastbourne office 01323 635999 and ask to speak to a Manager or the Chief Executive

Write to: Chief Executive, Money Advice Plus Tisbury Road Office, Hove Town Hall, Tisbury Road, Hove BN3 3BQ. Mark the envelope Private and Confidential

Email to info@moneyadviceplus.org.uk with the subject heading 'FAO Chief Executive: Private and Confidential'

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, if at all possible we hope it will be resolved at this informal stage. From the date we receive your complaint you will receive written confirmation that your complaint has been received within **5 days** and 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 the result of the investigation you can appeal. We must receive your appeal within **14 days** from when we send you the result.

Stage 2: Formal investigation

If you appeal, telling us that you are not happy with the decision, we will send you an 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 may contact you to discuss further.

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** from receiving the result to write to 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.

Stage 3: Review Panel

The Chair will write to you within **14 days** from when you told us you weren't happy with the result of Stage 2 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** from when you told us you weren't happy with the result of stage 2.

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. This could be to the organisation which funds the service, or the Regulator, for example. We can help you identify the most appropriate organisation and in any other way needed.

Our detailed Complaints Policy and Procedure can be found on our website

<https://www.moneyadviceplus.org.uk/client-information/> or a paper version sent on request.