

# Who to complain to

## Citizens Advice LeicesterShire

You can make a complaint in writing to:

Richard Evans  
Chief Executive  
Citizens Advice LeicesterShire  
2nd Floor Clarence House  
46 Humberstone Gate  
Leicester LE1 3PJ

or email:  
[complaints@citizensadviceleicestershire.org](mailto:complaints@citizensadviceleicestershire.org)

## Financial Ombudsman Service

**By post:**  
Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR

**By phone:**  
0800 243 4567 (free from landlines)  
0300 123 9123 (free from mobiles)

**By email:**  
[complaint.info@financial-ombudman.org.uk](mailto:complaint.info@financial-ombudman.org.uk)

**Online:**  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

# Immigration casework complaints

The Immigration Services Commissioner who looks after the standards of immigration advice will investigate complaints about immigration casework. You can make a complaint instead of approaching Citizens Advice LeicesterShire or can do so at any stage during the complaint procedure.

**By post:**  
Office of the Immigration  
Services Commissioner  
Complaints Team  
5th Floor, 21 Bloomsbury Street  
London  
WC1B 3HF

**By phone:**  
0207 211 1500  
0345 000 0046

**By email:**  
[complaints@oisc.gov.uk](mailto:complaints@oisc.gov.uk)

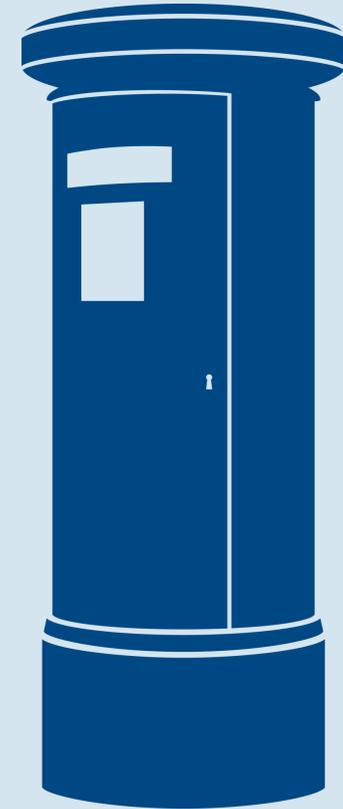
**Website:**  
[gov.uk/find-an-immigration-adviser/  
complain-about-an-adviser](http://gov.uk/find-an-immigration-adviser/complain-about-an-adviser)

**[citizensadviceleicestershire.org](http://citizensadviceleicestershire.org)**



Published March 2022. Citizens Advice LeicesterShire is a local charity. Charity registration number 1135081. Company limited by guarantee. Registered number 07186736 England. Authorised and regulated by the financial conduct authority FRN: 617648

# Do you have a complaint about Citizens Advice LeicesterShire?



## **Please tell us if you feel we've let you down**

We want everyone who uses Citizens Advice LeicesterShire to be happy with the service we provide.

That's why, if you feel we haven't done a good job, we want to hear about it.

Often, we'll be able to put things right. And even when we can't, knowing where we've gone wrong will help us to do better in the future.

We promise to deal with every complaint quickly, professionally and confidentially.

## **Asking us to resolve a problem**

It is important that we know if we've got something wrong, so we can do our best to put it right. If you have a complaint, please start by contacting our Chief Executive, Richard Evans

We will often be able to solve the problem straight away: but if we can't, or you are still not happy, then you can make a formal complaint.

## **Making a formal complaint**

There are several ways to make a complaint. You can write a letter explaining what happened and send it to the address on the back of this leaflet, email the Chief Executive or drop your complaint into one of our local branches.

Your complaint will be investigated by someone who is not directly involved. If it is upheld, we will apologize fully - and, if appropriate, let you know what we are doing to put it right.

We aim to respond to every complaint within eight weeks. If its going to take longer than this, we'll explain why

## **Asking for a review**

If you feel we haven't dealt with your complaint properly, or you aren't satisfied with the outcome, you can ask us to review the decision.

Please make sure you ask for this within four weeks of receiving the decision by contacting our Chief Executive, Richard Evans, who will oversee the review. Contact details are on the back of this leaflet

## **Using an independent adjudicator**

If you are still unhappy with the decision, you can refer your complaint to an independent adjudicator.

An independent adjudicator is someone unconnected with Citizens Advice LeicesterShire who will decide whether we've dealt with your complaint fairly.

If you want to progress to this stage, you must contact the national Citizens Advice feedback team within four weeks of receiving your review decision from Citizens Advice LeicesterShire.

Email [feedback@citizensadvice.org.uk](mailto:feedback@citizensadvice.org.uk) or ring 03000 231 900.

## **Contact the Financial Ombudsman Service**

The Financial Ombudsman Service provides a free, independent service for clients to solve disputes with not for profit debt advice providers.

The Financial Ombudman Service will only step in once Citizens Advice LeicesterShire has had an opportunity to investigate a complaint, so please contact us first.