

## Complaints policy

### 1 Statement

- 1.1 Trinity Money Advice Leicester (“TMAL”) aims to provide a high, professional standard of service for all its users. If it fails to do this, TMAL needs not only to deal with the specific problem, but also to put measures in place to minimise the risk of it happening again.
- 1.2 This complaints procedure outlines how clients can complain about any unsatisfactory service they have received from TMAL.

### 2 Publicising the Procedure

- 2.1 Copies of the Complaints Policy outlining the procedure will be available on request.
- 2.2 The policy will be displayed in English, but can be made available in other languages on request.
- 2.3 A summary of the complaints procedure (see paragraph 4 below) will be given to clients at their initial interview.

### 3 Introduction

- 3.1 This policy sets out the procedures we will follow when a complaint is received from a client, an organisation or members of the general public. It does not address complaints made by advisers.
- 3.2 This procedure provides a means by which disputes between TMAL and any complainant can be settled. It requires advisers and Management Team members to try and resolve the complaint at the earliest opportunity.

### 4 The Procedure

- 4.1 A formal complaint should be made in writing, and a written acknowledgement of the complaint will be sent within one week of receipt.
- 4.2 If the complainant is unable to put their complaint in writing, they will be offered an interview with an adviser. The role of the adviser at this interview will be to put the complaint in writing and to ask the complainant to sign the statement to indicate they agree with the contents. The complainant may choose to work with a third party at this stage or at any stage throughout the process. TMAL can provide a list of potential advocates if required.
- 4.3 The complainant should be invited to speak to the volunteer concerned in the first instance, either in person or by phone. A written record of the conversation will be



kept. Every effort to resolve the complaint will be made at this stage.

- 4.4 If the complainant remains dissatisfied, the complaint will be passed to the TMAL Manager. At this stage, the client will be offered an interview with the TMAL Manager and another member of the Management Team.
- 4.5 The TMAL Manager will ensure that all complainants receive a written response within 21 days of the interview, outlining what investigations have been carried out and what action, if any, is proposed to resolve the matter.
- 4.6 If a response by letter is inappropriate, the complainant will be offered an interview with the TMAL Manager to provide the response verbally. This meeting will be held within 21 days as before and a written record kept.
- 4.7 If the complaint involves a volunteer, the TMAL Manager should offer the opportunity for the volunteer to put forward their account, either by written statement or verbal presentation.
- 4.8 If the complaint involves the TMAL Manager, the complaint will be referred to the other members of the Management Team and the above procedure will be followed.

## 5 Recording and Monitoring Complaints

- 5.1 All complaints will be recorded and kept on file, including those which were resolved verbally. All complaints shall be treated with regard to the Confidentiality Policy.
- 5.2 The TMAL Manager will make a report once a year to the Management Team summarising the nature of any complaints received and how they were resolved.

