Comments

Money Lifeline welcomes feedback on the service you have received. If there are things you feel could be changed to make the service better, please do let us know.

Compliments

If you feel services or advisers have been especially useful or kind, we would love to hear about it so that we can encourage our team of volunteer advisers.

CMA Freedom from debt Hope for the future

Comments and/or Compliments form			

Complaints

If you are unhappy about any aspect of the advice or support you have received, please do talk to your adviser first. If your concern cannot be resolved, let us know, as we have a dedicated complaints procedure.

Stage 1

You can make a complaint by:

- speaking to an adviser, or
- telephoning our office, or
- sending an e-mail, or
- writing to our office, or
- completing this complaints form.

Our contact details are on the other side of this leaflet.

Receipt will be acknowledged within 7 days.

Your complaint will be investigated thoroughly and you will receive a written response within 8 weeks maximum

Stage 2

If you are unsatisfied with Money Lifeline's response, you can pursue your complaint with the Financial Ombudsman Service (FOS)

Please ask for the FOS form or contact FOS https://help.financial-ombudsman.org.uk/help

Telephone 0300 123 9123 or 0800 023 4567 Email <u>complaint.info@financial-</u> <u>ombudsman.org.uk</u>

Complaints Form

Name of person making the complaint		
Details of complaint		
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Comments, Compliments and Complaints



The Sarum Hill Centre Sarum Hill Basingstoke, RG21 8SR

Telephone: 01256 351026

Email: : moneylifelinebasingstoke@gmail.com

Money Lifeline is a registered charity No: 1119742

Money Lifeline is Authorised & regulated by the Financial Conduct Authority