## 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.

You can make a complaint verbally, in writing or by completing this form. Receipt will be acknowledged within 3 centre working days and you will be given a dedicated contact who will support you through the process.

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

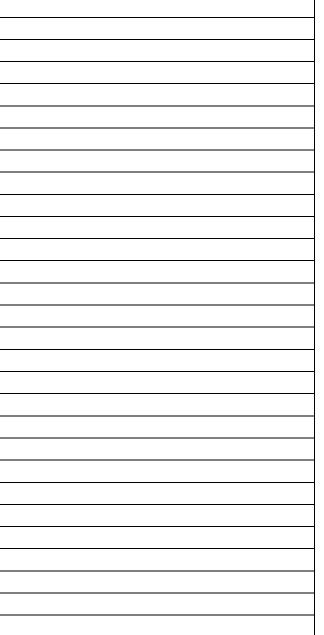
If you are unsatisfied with Money Lifeline's response, or if we have not responded in full after 8 weeks, you can pursue your complaint with the Financial Ombudsman Service (FOS). This must be within 6 months of our final response.

Please ask for the FOS form or contact FOS <a href="https://help.financial-ombudsman.org.uk/help">https://help.financial-ombudsman.org.uk/help</a>

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