

Complaints procedure for clients of the Citizens Advice service in Islington

Stage one: Initial review

The complaints procedure usually starts locally. However, as the service in Islington is being managed by Citizens Advice, complaints should initially be referred to:

Complaints & Policy Officer
Citizens Advice
Myddelton House
115 - 123 Pentonville Road
London N1 9LZ

The Complaints Officer will make a record of your complaint, assess the issues you have raised and make a decision as to who is the best person to look into the matters you have raised. They will write to you to let you know what will happen next. You should hear from the Complaints Officer within 5 working days of your complaint being received.

In most cases we hope that matters can be resolved to everyone's satisfaction without needing a full investigation.

Where an investigation is required, you should receive a full written outcome within 20 working days of receipt of your complaint. This will include details of what to do if you are still not satisfied.

Stage two: review under the direction of the Chief Executive of Citizens Advice

If you still feel that all the issues have not been properly tackled, you can request a further review to be conducted under the direction of Citizens Advice Chief Executive.

In this case, the correspondence must again be sent to the Complaints Officer at Citizens Advice at the above address.

Now that the complaint is being examined by Citizens Advice central office rather than the local bureau, the Chief Executive will not

concentrate so much on the detail of the case but ensure that the process has been carried out properly and will check that the fundamental issues have been investigated fully.

Within five working days you will receive a letter acknowledging your complaint, and the review will be sent to you within 20 working days.

Once again, the review will produce a full response, which will contain sufficient information to show that the complaint has been fully investigated, and an apology where appropriate. Details will be given of your right for a further review.

Stage three: review by an independent adjudicator

The complaint, first dealt with locally and then by central office, can then go to a person who is entirely independent of the Citizens Advice service. This person is called the Independent Adjudicator. She or he conducts a review of the investigation to check:

1. That the investigation has been conducted in line with the stated procedure
2. That the investigation has been handled fairly. The Adjudicator will not comment on the substance of your complaint.

Should the Adjudicator find that the stated procedure was not followed or that the matter has not been handled fairly, the Adjudicator will specify why and may give directions for a re-investigation.

The decision of the Independent Adjudicator is final.