



# Complaints about the CAB

**Please tell us if you're not happy  
with our service**

*May 2017*

## Your right to complain

If you are not satisfied with any aspect of the CAB service, please let us know. We welcome complaints because they help us to improve the quality of the service.

We treat all complaints seriously and we deal with them promptly  
We keep complaints confidential. Our advice records and our complaints records are completely separate.

## If you've got a complaint, you have a choice of ways to get it sorted out:

You can discuss your complaint with the manager so that we can try to resolve it straight away.

- If the manager is not available, a suitable appointment date can be offered.
- You can telephone later: the number is shown in the CAB.
- You are welcome to ask someone else to make your complaint for you by telephone, letter, or coming into the CAB – but make sure they have your written consent first.
- You can fill out the complaint form given here and send it to the CAB. Or give the information in a letter if you prefer: it will be treated in the same way.

We will write to acknowledge your complaint within five working days, telling you what action is being taken, who is dealing with your complaint and when you can expect to receive a full reply. Every effort will be made to complete the investigation within the next twenty-five working days. If it takes longer, we will keep you informed of progress.

A copy of the CAS complaints policy and procedure can be requested from Citizens Advice Scotland, 2 Powderhall Road, Edinburgh EH7 4GB or by assessing [www.cas.org.uk](http://www.cas.org.uk)

**The Scottish Association of Citizens Advice Bureaux – Citizens Advice  
Scotland (Scottish charity number SC016637)**

## Complaint Form

Your name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone number (if any) \_\_\_\_\_

Please give as much detail as you can, including the time and date when the problem arose. Then send or give this form to the CAB Manager without delay. You should also sign and date the form.

Write your complaint here:

Signed \_\_\_\_\_ Date \_\_\_\_\_

