# Complaints about the CAB

Please tell us if you’re not happy with our service

## 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 and - contact details for every CAB in Scotland, including the name of the manager and the phone number of the bureau, can be found at <https://www.cas.org.uk/bureaux>.
* 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.
* If the complaint relates to Scotland’s Citizens Advice helpline or one of the other national helplines, the form should be returned to Citizens Advice Scotland, 2 Powderhall Road, Edinburgh, EH7 4GB or [info@cas.org.uk](mailto:info@cas.org.uk).

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 is available at [www.cas.org.uk/complaints](http://www.cas.org.uk/complaints) or can be requested from Citizens Advice Scotland, 2 Powderhall Road, Edinburgh EH7 4GB.

*Updated June 2023*

# Complaint Form

Your name:

Address:

Telephone number (if any):

Email (if any):

## Your complaint

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 / Citizens Advice Scotland without delay. You should also sign and date the form.

Signed: Date: