Comments, Compliments and Complaints

money matters leicester
positive steps

Martyrs Community Hall
19 Westcotes Drive
Leicester
LE3 0QT

07926 086238

info@moneymattersleicester.org

Money Matters Leicester
is part of registered charity
1134668

Money Matters Leicester
Authorised & regulated by the Financial Conduct Authority

Comments

Money Matters Leicester 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.

The Queen's Diamond Jubilee Volunteering Award 2012

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, but if it cannot be resolved, then let us know, as we have a dedicated complaints procedure.

Stage 1
You can make a complaint verbally, in writing, or by completing this form. 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 Matters Leicester's) response, you can pursue your complaint with the Financial Ombudsman Service (FOS)

Website: https://help.financial-ombudsman.org.uk/help

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

Complaints Form