

Our Services

Homemaker Southwest and Money Advice Plymouth aim to treat everyone with respect and to provide an effective, professional service. This means we will do what we say we will.

What is a complaint?

A complaint is where you let us know that you feel we have not provided you with the necessary level of service which you would expect.

As a result, you may wish to let us know you are not satisfied. You may wish to use a friend or advocate to help you do this.



We aim to
resolve all
complaints
to your
satisfaction

How do I make a complaint?

If you are not happy with the service you have received, for whatever reason, please let us know at the time, by either speaking to the member of staff involved or by putting it in writing to them. We hope that most things you are concerned about can be settled like this, in an informal way. If you are unable to do this or would prefer to talk to someone, please contact:

Vanessa: Director of Development
on 07736 021511 or
Andrea: Director
on 07738 415414

You can write to us at the address overleaf. Please mark your envelope “private and confidential”.

or

e-mail us at the e-mail address overleaf.

What do we do when we receive a complaint?

If we are not able to deal with and resolve your complaint immediately, we will acknowledge it in writing within 3 working days of receiving it and send you an explanation of the procedure by which we investigate complaints.

We will keep in touch with you during our investigation and will write to you when

we have finished to tell you what we have found, and what we have done, or what we intend to do.

Financial Ombudsman Service

The Financial Ombudsman Service provides a free, independent service for clients to resolve disputes with not-for-profit debt advice providers.

The Financial Ombudsman Service will only step in once Homemaker has had the opportunity to investigate matters, so complaints should be made to Homemaker first. Contact the Financial Ombudsman Service

By post:

The Financial Ombudsman Service
Exchange Tower, Harbour
Exchange
London E14 9SR

By phone:

0800 023 4567 calls to this number

By email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Improving our services

We are always keen to discuss ways we can improve our service. If you have any comments or would like to discuss any aspect of what we do, then please do get in touch.

We send everyone we see a satisfaction questionnaire. These are seen by our board who monitor our work and help us to make improvements in the standards of our service.



Making a complaint will not in any way adversely affect any services you might receive from us in future

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Contact us:

Homemaker Southwest

2 Southernhay West
EXETER
EX1 1JG

email:

mail@homemakersw.org.uk

telephone:

01392 686752

MEMBER OF
advice UK
The voice of independent advice

How to Make a Complaint



We aim to give you the best possible service. If, for any reason, the service you have received is not as good as you expected, please let us know



**Preventing Homelessness,
Promoting independence**

homemaker
southwest 