

## **Complaints about Dumfries & Galloway Citizens Advice Service**

**Please tell us if you are not happy  
with our service**

## Standard Complaints Procedure

If your experience at Dumfries & Galloway Citizens Advice Service (D&G CAS) has not met your expectations, we'd like to do what we can to make the situation better. We are always open to feedback and looking for ways to improve our service.

It's important to us that, if something is not right, we know about it. We also keep all complaints completely confidential and separate from any advice records that we have for you. If you want to make a complaint, you can do so using the following three-step complaints procedure.

**PLEASE NOTE:** If you wish to make a complaint about any **fundraising activities**, please go to the following link: <https://www.dagcas.org/contact-us/complaints/>

### Step 1: Speak to D&G CAS

In the first instance, please contact D&G CAS directly to discuss your concerns. You can talk to us face-to-face, over email or on the phone. You may wish to use the attached complaints form. We will do everything we can to sort out your problem straight away.

If you telephone us, your call will be answered by a member of our admin team. Please let them know that you wish to make a complaint and they will put you through to a manager. If no one is available, they will take your contact details and ask someone to call you back. If you call into one of our offices, then please ask to speak to the Bureau Manager.

### Step 2: Ask for an investigation

If you're not happy with our response and have not already done so, you may wish to use the attached complaints form to request a formal investigation. Alternatively, an investigation can be requested by letter, email sent to [info@dagcas.org](mailto:info@dagcas.org), or by telephoning us. The Manager will thoroughly investigate your complaint and this process will be overseen by the Operations Manager. If your complaint is about the Operations Manager, then the Chief Executive Officer (CEO) will take charge, and if the complaint is about the CEO then the Board will investigate. All complaints are anonymously reported to the Board of Directors.

We will aim to respond to your complaint within 20 working days. However, if there is going to be a delay – due to a complicated situation, for example – we will let you know. Following the investigation, we will tell you what actions we have taken and how we plan to do things differently in the future.

### Step 3: Request a review

If you're not satisfied with the outcome of your investigation, you can raise the complaint with the Chief Executive Officer of Citizens Advice Scotland (CAS). CAS will only investigate whether the complaints process has been carried out correctly and will not comment on the actual decision about upholding the complaint or not. Citizens Advice Scotland can be contacted at:

**Citizens Advice Scotland, 1<sup>st</sup> Floor, Broadside, 2 Powderhall Road, Edinburgh, EH7 4GB**

Scottish National Standards for Information & Advice Type III accredited

Scottish Charity No: SC027107

Dumfries & Galloway Citizens Advice Service is a Company Limited by Guarantee No: SC179254

Registered by the Financial Conduct Authority to carry out regulated activities FRN 617449

Registered Office at 109 Irish Street, Dumfries, DG1 2NP

Updated April 2025

# Dumfries & Galloway Citizens Advice Service

## Standard Complaint Form

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 Manager without delay. You should also sign and date the form.

Name

Address

Telephone Number

Write your complaint here:

Signed

Date

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