

Complaints about Dumfries & Galloway Citizens Advice Service

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

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 about data protection and the GDPR, you can do so using the following three-step complaints procedure. It may also help you to look at our Privacy Notice at <https://www.dagcas.org/privacy/>

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

Step 1: Speak to D&G CAS

You can contact D&G CAS directly to discuss your concerns and/or make a complaint. You can do this by talking to us face-to-face, over email or on the phone. Alternatively 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 about a data protection issue and they will put you through to the Corporate Services 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 or Corporate Services Manager.

Step 2: Acknowledgment of Complaint

We shall acknowledge your complaint within 30 days of receipt.

Step 3: Investigation and Notification of Outcome

We will use the information you give us to deal with your complaint without undue delay, making appropriate enquiries and keeping you informed of the progress of your complaint. We shall tell you the outcome of your complaint as soon as we are able.

Information Commissioner's Office

You have the right to lodge a complaint to the Information Commissioner about the processing of your data.

Their contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow

Cheshire, SK9 5AF. Tel: 0303 123 1113. The website is at: <https://ico.org.uk>

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

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

Dumfries & Galloway Citizens Advice Service

Data Protection and the GDPR 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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Updated June 2026