

# Giving us your views



We welcome feedback from customers so that we can make sure we are giving you the best service possible. Whether you have a comment, compliment or complaint, we will take your feedback seriously and use it to improve our services.

If you have a comment, compliment or complaint we would encourage you to share it with your Employment Advisor or other member of staff. However, if you would prefer not to contact a member of staff you can contact the Customer Services Team by:

Phone on 0333 012 4307

Email: [customer.services@advanceuk.org](mailto:customer.services@advanceuk.org)

Filling out the 'Comments, Compliments and Complaints' form on the 'Customers' section of our website: [www.advanceuk.org](http://www.advanceuk.org)

Writing to 'Customer Services Team' at Advance, Enkalon House, 86-92 Regent Road, Leicester, LE1 7DD. Please ensure you include your contact details (name, phone number and address or email) so we can reply to you.

## Comments and Compliments

If you have an idea, comment, or compliment about our service, we would love to hear about it. We will pass all comments and compliments to the relevant member of staff and their manager, and send you an acknowledgement within 5 working days.

## Complaints

Don't worry about making a complaint. Please remember that:

- It is OK to complain
- Complaints help us to make our services better
- We will listen to you and you will be taken seriously
- You and everyone involved in a complaint will be treated fairly
- You will not lose your service if you make a complaint
- We will not tell anyone about your complaint unless they are involved in looking into it
- You can ask a friend or family member to contact us if it makes it easier.

We understand that occasionally something can go wrong, or you may be dissatisfied with the service you have received. If you have a complaint, we will investigate it thoroughly and send you a detailed response. Any complaint we receive goes through a standard process:

## Stage one

1. We will acknowledge your complaint within 5 working days.
2. We will investigate your complaint and respond to you within 15 working days. We will do this in writing, or in your preferred format.
3. If we need longer to investigate your complaint, we will let you know as soon as we can, and within 15 working days.

## Stage two

A senior officer will speak to you and try to resolve the complaint. If you are unhappy with our response at stage one of our complaint process or after you have spoken to a senior officer, you can ask for your complaint to be reviewed by a complaint panel. What happens next:

1. Contact us within 15 working days of receiving your stage one response, and let us know you wish to appeal our decision.
2. We will acknowledge your complaint within 5 working days. We will tell you when the complaint panel will meet, who will be on the panel, and how you can attend if you wish to.
3. Your complaint will be reviewed by the complaint panel within one calendar month.
4. We will let you know the outcome of the review within 10 working days of the complaint panel meeting. We will do this in writing or in your preferred format.