

# Complaints Policy



Money Advice Plus  
Tisbury Road Offices  
Tisbury Road  
Hove  
BN3 3BQ

01273664000  
info@moneyadviceplus.org.uk

## Scope and Purpose

This policy covers our approach to dealing with complaints. It applies to all members of staff, volunteers and Trustees.

### Money Advice Plus (MAP)

- is committed to providing a good standard of quality services to clients and other service users, other agencies and organisations.
- will take seriously any concern or complaint and will investigate it promptly for resolution as quickly as possible.
- recognises that all service users, agencies and organisations
  - have the right to raise concerns or complaints about our services.
  - have access to clear information on how to voice complaints and concerns.
- will ensure those who wish to make a complaint are dealt with fairly and courteously and that there are no adverse implications for any client making a complaint.
- will ensure the complaints procedure is open to everyone who receives or requests a service from MAP and people acting on their behalf.
- will produce standard information/ leaflet that is easy to read and understand, outlining this policy and accompanying procedure. This will be made available on opening a case and to anyone who asks for it.
- will ensure clients are aware of any avenues for making complaints to the funders or regulators of the service they receive from us.
- will deal with complaints in line with MAP Confidentiality policy.
- will use the complaints procedure and records of complaints as a part of monitoring our services' quality, effectiveness and non-discriminatory ethos.
- staff, volunteers and Board of Trustees members must read, understand and comply with this policy and its procedures. This policy and procedure will form part of the induction process into MAP.

MAP strives for high standards in service delivery and welcomes feedback from individuals, service users, stakeholders, funding bodies and anyone who works with us, concerning all aspects of our services. The feedback we receive is invaluable in helping us evaluate and improve our work.

## Definition of a complaint

A complaint is any expression of dissatisfaction by an individual, whether justified or not.

Money Advice Plus recognises that complaints can come from any aspect of our work, including but not limited to

- Poor quality of advice.
- Poor delivery of services.
  
- Discriminatory practice.

## Confidentiality

MAP will ensure that the Confidentiality Policy and Procedure are adhered to when dealing with complaints.

## Other relevant policies and procedures

Complaints Procedure

Complaints leaflet

Confidentiality Policy

Confidentiality Procedure

Discontinuing a Service to the Client Policy

Ownership:	Chief Executive
Date Issued:	July 24
Governance Forum responsible	P&G Sub Group
Version:	15
Document history:	V1-5 no changes V6-7 changes v8 no change V9-12, v13 –15
Distribution	email
Review Date of policy:	July 25
Review frequency	1 year
Reason for frequency	AQS