



A world of opportunity for disabled people

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## **DISABILITY RESOURCE CENTRE DEBT ADVICE SERVICE POLICIES AND PROCEDURES**

### **COMPLIMENTS, COMMENTS AND COMPLAINTS PROCEDURE**

The Disability Resource Centre (DRC) aims to provide a high quality Debt Advice Service in line with our charter mark. The service is run in accordance with the regulatory and operational requirements of the FCA, FOS and standards defined by Advice UK.

We welcome comments and feedback about your experience of our debt advice service, whether these are good or bad. This helps us to ensure that we continue to develop and improve.

#### **Compliments, Comments and Complaints Procedure**

This is also set out on our website [www.disability.co.uk](http://www.disability.co.uk)

#### **Compliments and Comments**

If you are happy with the service you have received from us, we would like you to tell us. We will make sure your compliments and comments are passed on to the people concerned.

We also welcome comments on how we might improve our services. They will be acknowledged and given careful consideration.

#### **Complaints**

If you have been unhappy about:

- The quality of service you have received.
- A delay in us providing you with information requested.
- Or anything else to do with our services, please let us know.

We're committed to providing a professional, supportive and confidential service to all those who seek our help. We aim to 'get it right first time' but we're aware that mistakes can sometimes happen.



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If you're not happy with the service you have received, we're genuinely keen to hear from you. This will not only allow us to try to resolve your problem, it will also help us avoid it happening again.

## **Where to Send Compliments, Comments or Complaints**

Please send full details of your compliment, comment or complaint to:

Chief Executive  
Disability Resource Centre  
11<sup>th</sup> Floor Edgbaston House  
3 Duchess Place  
Edgbaston  
Birmingham  
B16 8NH

Tel: 0121 248 4520

Email: [drc@disability.co.uk](mailto:drc@disability.co.uk)

Please remember to include the following: your name, address, telephone number, date and full details of your compliment, comment or complaint.

It is helpful if you can let us know the following:

- What went wrong?
- When it happened?
- Who you dealt with?
- What you think we should do to make things right.
- Your full name, address and telephone number.

## **How We Handle Complaints**

We will always try to resolve a problem at the time you raise it with us.

If we need more time to look into your complaint, we will send you an acknowledgement within five working days and tell you when we expect to contact you again. We will also enclose a copy of this procedure.



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We would expect in nearly all cases to send a letter explaining our response to your complaint within 20 working days. If we can't do this we will send you an update.

Our aim is to send a final response within eight weeks of receiving a complaint. If this isn't possible, we will write to explain why and tell you when we will respond.

### **What To Do if We Can't Reach an Agreement**

If we take more than eight weeks to send a final response, or you don't think we have resolved your complaint, you can contact the Financial Ombudsman Service.

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR  
Phone: 0800 023 4567 FREE or 0300 123 9123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Web: [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)

You must refer your complaint to the Financial Ombudsman Service within six months of the date of our final response.