

Complaints guide

Consumer Focus is fully committed to improving the service we provide to consumers. We want to hear from you if you have any comments to make about the service you have received from us, as your feedback helps us identify areas where we can improve.

Most problems can be resolved informally, so in the first instance you should contact the person you have been dealing with. If your complaint cannot be resolved informally, our Complaints Procedure will ensure that your complaint is resolved fairly.

To make a complaint about Consumer Focus, please contact the Complaints Officer:

- By Telephone: 020 7799 7900
- By Post: Consumer Focus, Fleetbank House, Salisbury Square, London EC4Y 8JX
- By email: complaints.officer@consumerfocus.org.uk
- Via the Internet: www.consumerfocus.org.uk

All complaints about Consumer Focus are taken seriously and will be acknowledged within five working days. It will be investigated by someone who has not been previously involved in the case, usually at a more senior level. The person undertaking the investigation will depend on the type of complaint and your previous contact with Consumer Focus (see table below). If following the investigation, you remain dissatisfied you can ask for your case to be reviewed at a more senior level.

You will normally receive a full written response within 15 working days of your complaint being received or escalation to a higher level, but we will tell you if this is not possible.

Level	Extra Help Unit cases	All other matters
1	Team Leader	Head of Service/Programme Leader
2	Head of Extra Help Unit	Director or Deputy Chief Executive
3	Senior Director Scotland supported by the Executive Liaison Team	Chief Executive, supported by the Head of Secretariat

Note: Where necessary a complaint will be immediately escalated to Level 2 or Level 3

If your complaint is about comments made or action taken by a Consumer Focus Board member, the response will normally be from the relevant National Chair or Consumer Focus Chair, except where it is clear that the reason for the complaint is the work undertaken by the Executive on the underlying policy issue. In these cases the complaint will be handled as set out in the table above. Where a Board member is asked to undertake the investigation and reply, support will be provided by the Executive.

If you remain unhappy with how Consumer Focus has handled your complaint, you can ask your elected representative to refer your case to the Parliamentary and Health Service Ombudsman.

To ensure that Consumer Focus learns from the feedback received, the Complaints Officer is required to submit an annual report to the Board summarising the cases received and actions taken.