CAP MONEY COMPLAINTS PROCEDURE
.... explained
Introduction

Christians Against Poverty aim to provide service of a standard acceptable to all. If we fail to do this we want to know about it. This will enable us not only to deal with the specific problem, but also to avoid it happening again.

This leaflet explains how our complaints procedure will take up any matters where you think the service you have received from Christians Against Poverty is unsatisfactory.

You can complain in writing – a complaints form is available from our CAP Money Coaches or from our website at www.capuk.org. On the website click on complaints and then go to the ‘CAP Money Course’. If you would rather talk to someone about the complaints procedure please ask the Money Coach who sees you, or the CAP Money Team at our Head Office in Bradford.

This procedure is meant to provide a means to resolve a dispute between Christians Against Poverty and any complainant.

As an organisation we would like to hear from you about any of the following:

- Dissatisfaction with our service, such as inadequate work, unacceptable delay or failure to deliver a service etc.

- A dispute between you and a member of staff at Christians Against Poverty regarding policy, procedures or activities.

- Discourtesy or unhelpfulness on the part of Christians Against Poverty representative or member of staff.

What should you do if you wish to make a complaint?

Should you feel you have cause for complaint, we would ask you to register this complaint in one of the following ways:

By completing a complaints form and handing it to your CAP Money Coach or posting it to the CAP Money Team at the address on the back page of this leaflet. These forms are available from CAP Money Coaches or from our website.

Register a verbal complaint either with your CAP Money Coach or with a member of the CAP Money Team.

Once you have registered your complaint we will deal with it as follows:

Stage One
You will be invited to discuss your complaint with the CAP Money Team. This will be done within five working days of the complaint being received.

Stage Two
Should you not be happy with the outcome of Stage one, your complaint will be passed to the CAP Money Manager. He will investigate the complaint and attempt to resolve it. A response will be sent to you in writing within ten working days of the complaint being escalated by you. The CAP Money Managers decision will be final.

If you are a CAP Money Plus client and your complaint is regarding the CAP Money Plus debt counselling service or a caseworker, then you should follow the CAP Debt Help complaints procedure - as a different team handles these complaints.