

<b>VERSION CONTROL</b>	
<b>Policy Document</b>	<b>Client Complaints</b>
<b>Policy Number</b>	<b>6.6</b>
<b>Policy Type</b>	<b>M1</b>
<b>Policy Area</b>	<b>Service and Delivery</b>
<b>Adopted by Board</b>	<b>20/3/2018</b>
<b>Last Review Date</b>	<b>Jan 2023</b>
<b>Review Period</b>	<b>Annually</b>
<b>Next Review Date</b>	<b>Jan 2024</b>

## **CA Epping Forest District Client Complaints policy**

Under the Membership Scheme, the standards and requirements for Complaints and Suggestions are set out in the Membership Manual (section 4.9).

Guidelines and essential information for handling complaints is provided on the Citizens Advice intranet:

<https://www.citizensadvice.org.uk/intranet/local/pages/handling-client-complaints/>

In line with the information contained in the above link under the section pertaining to 'Telling clients about the procedure,' Citizens Advice Epping Forest District has adhered to all the amendments for Email Advice,

webchat and Adviceline. Our emails also direct clients to how to contact us if they wish to make a complaint and where to access the complaints procedure

All complaints are recorded on the Governance shared drive, Risk Folder in the Incident Log. Any documents related to the complaint are also kept on the shared drive.

When complaints are received on the complaints form, these are all presented to the Trustee Board, via the relevant Sub-Committees, at their next meeting, in order that any further corrective action can be implemented and monitored.

Investigation of complaints is performed in accordance with the policy available on the intranet

<https://www.citizensadvice.org.uk/intranet/local/pages/handling-client-complaints/>

### **Revision History**

<b>Date</b>	<b>Changes</b>
03/2018	New Policy adapted in line with CitA requirements.