



Complaint leaflet

This leaflet lets you know how to make a complaint if you are unhappy about the level of service you received from HARC.

You can also use this leaflet to make your complaint.

Hastings Advice & Representation Centre
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Your Right to complain

HARC wants to provide the best service it can and learn from its mistakes. We do this in a number of ways including feedback from our clients.

However, we recognise that sometimes people are not happy with the service they receive. When this happens everyone has the right to complain.

How to complain

Informal complaint You can discuss your case with your advisor who will try to resolve the matter with you (this is an informal complaint). If you are still unhappy, your advisor will pass your case to the Advice Manager who will treat it as a formal complaint.

Formal complaint If you prefer not to make an informal complaint first, you can go straight to the formal stage. This is done by putting your complaint in writing to the Advice Manager. You can write a letter or use this leaflet to make a formal complaint.

Where to send your complaint

Please send your complaint to:

The Advice Manager, HARC, Renaissance House, London Road, St Leonards on Sea, TN37 6AN

Summary of formal complaint process

There can be up to three stages to resolve a formal complaint. These are:

Stage 1 - The Advice Manager will send you a reply to your complaint.

Stage 2 - If you are not happy with the Advice Manager's response, your complaint will be escalated to the Chief Executive by the Advice Manager.

Stage 3 If you are not happy with the Chief Executive's response, your complaint will be escalated to the Trustee Board by the Chief Executive. The Board's decision is final and there are no further stages.

Timescales

Each stage of a complaint may take up to 15 days to complete. If we can't give you a full response within these timescales, we will tell you why and when you can expect a full reply.

Further information

This leaflet is intended to provide basic information about our complaint procedure and process. Your advisor or the Advice Manager can give you more information.

You can use this space to make your complaint. Please provide as much detail as you can about why you are making a complaint such as, dates, times, places, names of people involved and events.

Your name:

Your address:

Date of your complaint: