

“It would be really good to know that if I wanted to complain, someone would be right there to listen and respond.”



fredericksfoundation
now you can.

If you would like this leaflet in Braille, large print or on audio tape, please telephone 01276 472722

Fredericks Foundation
Registered in England
Registration No 4112525
Registered Charity No 1086562
Registered Office
Friary Court
13-21 High Street
Guildford
GU1 3DL

What to do if you want to complain

Dealing with complaints in a positive way

Our complaints process

This leaflet tells you what to do if you are not satisfied with the service we have provided. Please follow our complaints procedure to help us sort out your complaint as quickly as possible.

Giving us details of your complaint

If you want to complain, please give us the following details.

- **Your name and address**
- **Your daytime telephone number (where we can contact you if we need to) and any times you would prefer us to contact you**
- **A clear description of your concerns or complaint**
- **Details of what you would like us to do to put things right**
- **Copies of relevant letters**

Fredericks Foundation is happy to consider requests from complainants to work with third parties to achieve the timely resolution of any complaint.

What we will do and how long it will take

We will do our best to sort out your complaint immediately. If we can't do that, we will always aim to deal with your complaint by the next day. Sometimes it may take longer to fully investigate your concerns. If this is the case, we will do the following.

- Give you the name and contact details of the case manager who will be investigating your complaint
- Write to you within ten working days
- Keep you updated with our progress

If your complaint will take longer, we aim to find a solution within four weeks. If we are not able to do so, we will always write to you explaining what is happening and when we do expect to sort out your complaint.

We will send you either a final response or a thorough report on our progress within eight weeks.

How to contact us

Here is how you can contact us to complain.

- By post –
Fredericks Foundation
Fredericks House
39 Guildford Road
Lightwater
Surrey
GU18 5SA
- By telephone – 01276 472722
- By e-mail – mail@fredericksfoundation.net
If you contact us by e-mail we will usually reply by email unless otherwise thought necessary when we will contact you by post.

What to do if you are still not happy

We aim to deal with your complaint as quickly as possible to your complete satisfaction.

If you are not happy with the response you receive from us, please contact the person who handled your complaint. They will then agree the next step with you.

Getting an independent review of your complaint

We always aim to deal with your complaint ourselves. However, if you are not satisfied with our final response or if eight weeks have passed since you first let us know about your concerns, you can ask the Financial Ombudsman Service to review your complaint. The Financial Ombudsman Service provides a free, independent service for customers to solve disputes with financial firms.

The Financial Ombudsman Service say they will only deal with your complaint if you have given us the opportunity to put matters right, so please contact us first and we will do all we can to help you.

How to contact the Financial Ombudsman Service

- By post: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR
- By telephone: 0845 080 1800
- By e-mail: enquiries@financialombudsman.org.uk
- Website: www.financial-ombudsman.org.uk