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# How can I complain about the Child Maintenance Options service?

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This leaflet is only a guide and does not cover every circumstance. It should not be taken as giving legal advice. We have done our best to make sure the leaflet is correct as of October 2008. However, it is not comprehensive and it may become inaccurate over time, for example because of changes to the law. Your position may depend on your particular circumstances and you should seek independent specialist advice before making financial decisions based on the leaflet. A list of specialist organisations that may be able to offer detailed advice is given at the end.

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# About this leaflet

This leaflet explains how you can make a complaint, and how we'll handle your complaint.

Complaints are important to us. We want to provide the best service we can, and your feedback is the best way for us to find out where we need to improve.

# How to make a complaint

You can normally sort out any problems with our service by talking to the people dealing with your enquiry. But if you are still unhappy about the service you have received and want to make a formal complaint, here is what you need to do.

## Stage 1

Contact us by:

- **calling** our freephone\* number on 0800 988 0988 and speaking to one of our helpline staff; our textphone number is 0800 988 9 888
- **writing** to us at Child Maintenance Options, Selectapost 38, Sheffield S97 3FJ, or
- **emailing** us through the website [www.cmoptions.org](http://www.cmoptions.org)

If you make a complaint by email or letter, we'll write to you to let you know we have received it. Our Complaints Resolution Team will start to deal with your complaint immediately and try to resolve it to your satisfaction.

## Stage 2

If you are unhappy with the response from our Complaints Resolution Team, let us know. We'll then ask a different team to investigate your complaint. This is our Complaints Review Team.

They will take a fresh look into your complaint, and aim to resolve it to your satisfaction within 15 days.

If they can't, you have other options, as shown on page 4.

\* Calls to 0800 numbers are free from BT landlines but you may have to pay if you use another phone company or a mobile phone, or if you are calling from abroad.

# Other options for making a complaint

If you have been through our 2-stage complaints process and are still unhappy, you can:

- write to The Independent Case Examiner, PO Box 155, Chester CH99 9SA or call 0845 606 0777 (8am–5pm, Monday to Friday); the textphone number is 0151 801 8888. Their website is [www.ind-case-exam.org.uk](http://www.ind-case-exam.org.uk)
- ask your Member of Parliament to discuss your complaint with the Parliamentary and Health Service Ombudsman, or
- contact an organisation that can give you more advice, such as citizens advice.

# How will you deal with my complaint?

At Child Maintenance Options, we promise to:

- deal with you in a polite and professional way
- treat your complaint seriously and keep it confidential
- put right any mistakes as quickly as possible, and
- tell you, within 15 working days, the outcome or progress of our investigations.

If we have made a mistake, we'll:

- apologise
- explain what went wrong and why, and
- make any changes needed to put it right.

Providing impartial information and support for both parents to make choices about child maintenance

## Contact us

Freephone\* **0800 988 0988**

8am–8pm Monday to Friday

9am–4pm Saturday

**[www.cmoptions.org](http://www.cmoptions.org)**

This leaflet is also available in other languages, in large print, in Braille and on audio cassette.

You can get these formats by calling us on freephone\*

**0800 988 0988**

Our TextBox and textphone number is **0800 988 9 888**

\* Calls to 0800 numbers are free from BT landlines but you may have to pay if you use another phone company, a mobile phone, or if you are calling from abroad.

Calls to 0845 numbers from BT landlines should cost no more than 4p per minute with a 6p call set-up charge. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad

