Who to complain to

Mid Mercia Citizens Advice:
Address your letter to The Chief Officer at the address below:
114 Church Street
Church Gresley
Swadlincote
Derbyshire
DE11 9NR

To contact Citizens Advice's Feedback team:
Phone: 03000 231 900
E-mail: feedback@citizensadvice.org.uk

Financial Ombudsman Service

You can complain online at:

financial-ombudsman.org.uk

By phone:
0800 023 4567 - calls to this number are free; or 0300 123 9123 - you need to check if you will incur a charge or if the call is free depending on your mobile phone package. Free if you use a mobile phone and pay a monthly charge for calls to numbers starting 01 and 02.

Email:
complaint.info@financialombudsman.org.uk

Office of the Immigration Services Commissioner (OISC)

Details about how to complain can be found on their website at: www.gov.uk/find-an-immigrationadviser/complain-about-an-adviser
Phone: 0345 000 0046
Email: complaints@oisc.gov.uk

Published November 2025.

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux.
Registered charity number 279057.

Do you have a complaint about Citizens Advice?

citizens advice Mid Mercia

Tell us if we've let you down

We want everyone who uses Citizens Advice's services to be happy. If you're not, we want to know why. We'll always try to put things right, but if we can't, knowing where we've gone wrong will help us to do better in the future. If you make a complaint, we'll still try to advise you. However, if we can't, we'll try to find another adviser or organisation to help you.

Ask us to informally resolve the problem

If you're unhappy with the service you've received from us or the way we've treated you, ask to speak to a Manager. It's important that we know what we've done wrong as soon as it's happened so that we can try to put it right. If the Manager can't put it right or you're still unhappy, you can make a formal complaint about us.

Making a formal complaint about us

There are several ways to make a complaint. You can write a letter explaining what happened and send it to the address on the back of this leaflet, or drop it into the local Citizens Advice centre you are complaining about.

Alternatively, you can call or email the Citizens Advice Feedback team using the details on the back of this leaflet and they will pass your complaint to the right person.

Your complaint will be investigated by someone who isn't directly involved. If it's upheld, we'll apologise fully – and, if appropriate, let you know what we're doing to put things right. We aim to respond to every complaint within eight weeks. If it's going to take longer than this, we'll explain why and keep you informed of progress.

Review by national Citizens Advice

If you're unhappy with our response or the outcome to your complaint, you can ask for our decision to be reviewed. To do so, you must contact Citizens Advice's Client Services team within 4 weeks of receiving our formal response. You need to explain to the Client Services team why you're unhappy with our formal response.

The Client Services team will review the complaint on behalf of national Citizens Advice's Chief Executive. The review checks that we properly investigated your complaint, we responded to all of your issues and our reply was fair and reasonable. Their review is not a reinvestigation of your complaint.

Review by an independent adjudicator

If you're unhappy with national Citizens Advice's review, you can ask for your complaint to be reviewed by an independent adjudicator. This is someone from outside Citizens Advice who will decide whether your complaint was dealt with fairly.

If you want an independent adjudicator review, you must contact the Client Services team within 4 weeks of receiving your review and explain to them the reasons why you're unhappy with the review. The independent adjudicator's decision is final and is the last stage of the complaints process.

Advice about debt or your credit record

If we gave you debt or credit card advice, you can complain about us to the Financial Ombudsman Service. However, you can only do this once we've let you have a formal response to your complaint or if we don't respond to you within 8 weeks of receiving it. Alternatively, you can ask the Client Services team to review your complaint after we've sent you our formal response.

Immigration advice

If we gave you immigration advice, you can complain about us to the Office of the Immigration Services Commissioner (OISC). You should complain to the OISC within 12 months of receiving our advice. You can make a complaint to the OISC at any stage of the complaints process.

All contact details are on the back of this leaflet.