

# Complaints about our service

It is very important to us to receive your feedback. If you are unhappy with the standard of service you have received from our office, this leaflet explains how to make a complaint.

## What you can expect from us

- We will treat you politely and professionally.
- We will safeguard the information you provide to us.
- We will communicate with you using plain language and avoid jargon where possible.
- We will explain how we handle complaints.
- We will deal with your complaint as quickly as we can and explain the reason for any delays.
- We usually correspond with our customers in writing. However, where you ask for a reasonable adjustment to our process under the provisions of the Equality Act 2010, we will consider this and explain our decision.

If you have any questions about this form or would like it in a different language or format, please contact us on **0300 057 1111**.

You can contact us from 9am to 5pm, Monday to Friday (apart from Bank Holidays).

## What we expect from you

We expect you to treat our staff and the service we provide with respect.

Our [unacceptable customer behaviour policy](#) explains how we manage unacceptable behaviour.

## How to complain about the standard of service you have received from us

If you are unhappy with the standard of service we have provided, in the first instance you can raise a concern with the member of staff dealing with your case and we will try to resolve matters as quickly as possible.

If the matter is not resolved to your satisfaction and you wish to make a complaint, then you should write to The Quality Team at the following address:

The Adjudicator's Office  
PO Box 10280  
Nottingham  
NG2 9PF

If you remain unhappy after receiving our response, you can write to The Head of Office at the above address and request a further review. This is the last stage in our complaints process and her decision is final. The Head of Office will only consider complaints about our service and not about The Adjudicator's decision. If you are unhappy about The Adjudicator's decision you can ask an MP to refer the matter to the Parliamentary Ombudsman.