



# Concerns and Complaints

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auriga

Supporting people  
through life's challenges

#### Accreditations



**Most of our clients are happy with the service we provide. However, we realise that there are times when we do not get things right. If you are not 100% happy with our service, please tell us.**

## **Our aim:**

Auriga Services Limited is committed to providing a quality service for the people who contact us for help and assistance.

Therefore we aim to ensure that:

- Raising a concern or making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely, and when appropriate, confidentially;
- We respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken.
- We learn from complaints and use them to improve our service.

## **How to raise a concern**

We recognise that many concerns will be raised informally. Concerns can often be settled quickly and easily by contacting Auriga and speaking to your adviser. Tell them what is wrong and they will do everything they can to help resolve any queries or worries you may have. Alternatively, if you feel that you would prefer to talk to someone else you can also ask to speak to a different adviser or a Team Manager.

You can contact our office at [complaints@aurigaservices.co.uk](mailto:complaints@aurigaservices.co.uk). We have a team of welfare benefits and debt advisers on hand to provide assistance.

If concerns cannot be satisfactorily resolved informally and you are still unhappy, it is important that you raise a complaint.

## **How to make a complaint**

There are several ways you can contact us if you want to make a complaint. You can either:

✉ Email us at [complaints@aurigaservices.co.uk](mailto:complaints@aurigaservices.co.uk)

✎ Write to us at Head of Service Delivery,  
Auriga Services, 18 Bennetts Hill,  
Birmingham, B2 5QJ

## **Dealing with your complaint**

Auriga Services will investigate and respond to all complaints received in relation to its staff and services. When a complaint has been received by Auriga Services:

- 1 A member of staff will contact you within 1 working day to provide an explanation if something has clearly gone wrong, an apology or immediate action to resolve the problem.
- 2 If further investigation is required efforts shall be made to agree a course of action within five working days of the complaint being made.
- 3 The outcome of the complaint will be confirmed in writing.

## **What if I'm still dissatisfied?**

In such cases, you may decide within 21 days of receiving the resolution decision to submit a written request for the complaint to be reviewed independently, by referring it to the Auriga CEO.

Subsequently, a Complaints Panel will review your case. The panel shall have 10 working days in order to complete their review, and notify you of their findings. In the event that the case cannot be concluded within the agreed time period, the panel shall contact you to explain the reasons for the delay.

The decision of the panel shall be final and shall be communicated to you in writing.



If you are unhappy with the response received regarding any debt advice provided by Auriga Services, you can also make a complaint to the Financial Ombudsman Service. The Financial Ombudsman Service can be contacted via [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or call their helpline on 0800 023 4567.