

How we deal with complaints



This complaints process will be used if you have used our service or tried to use our service, including:

- over the phone
- by talking to us online
- by writing to us

If you're complaining about our service, we can usually still help you. If we can't, we'll try to find a different organisation to help you.

HertsHelp is a partnership service designed to support resident of Hertfordshire to access all of the support they need to meet their needs, the service is delivered by Hertfordshire Advice Providers Partnership consisting of Citizens Advice Stevenage and Age UK Hertfordshire. By using the HertsHelp service and consenting to the storing or your data you consent to your data being shared with Citizens Advice Stevenage and Age UK Hertfordshire for the purposes of supporting you in line with the privacy policy.

There's a different process if you're complaining about:

- Citizens Advice
- Age UK Hertfordshire
- Hertfordshire County Council

If you haven't used our service

You're a 'third party' if you haven't:

- used our service
- tried to use our service

If you're a third party and you're complaining about our service, the process is mostly the same – we'll say where it's different.

Making your complaint

If you want to complain about HertsHelp, you can contact us and say you want to complain.

How we handle unacceptable behaviour

It can be stressful to make a complaint, but we won't accept poor treatment while dealing with your complaint, including:

- aggressive behaviour
- abusive language or swearing
- unreasonable demands – like demanding that someone talks to you immediately

If you're seriously or repeatedly abusive we might refuse to deal with your complaint.

You can find out more about how we handle unacceptable behaviour.

Solving the problem informally

One of our Team Leaders will offer to talk through your problem informally instead of starting the formal complaint process. Talking through your problem might be quicker and less stressful.

If you don't want to talk informally or it doesn't help, we will deal with your problem as a formal complaint.

Step 1: We investigate your complaint

A manager will investigate your complaint. If your complaint is about a manager, the CEO or Chair of the Board of Trustees will investigate.

A CEO from the Hertfordshire Advice Providers Partnership will send you a formal reply. You'll usually get the reply within 8 weeks – 20 working days if you're a third party. They'll let you know if it's going to take longer.

Step 2: Ask for the reply to be reviewed

If you're not happy with the reply to your complaint, you can ask the Hertfordshire Advice Providers Governance Board to review it.

You can find out how to ask for a review in the reply to your complaint – you should ask within 4 weeks of getting the reply.

When you ask for a review, explain which parts of the investigation or reply you're not happy with.

Our team will send you an email within 5 days of getting your request for a review telling you what will happen next.

How we review your complaint

Our team reviews the complaint investigation on behalf of our HertsHelp.

The review will check that:

- your complaint was investigated properly

- the reply responded to all the issues you raised
- the reply was fair and reasonable

Our team will usually finish its review and tell you their decision within 8 weeks of getting your request for a review.

This decision is final.