

## If you are not satisfied by our response

If you believe that we have failed to properly address your concerns in our final response, or believe we have failed to comply with the undertakings we have given whilst dealing with your enquiry, you have the right to refer your complaint to the Financial Ombudsman Service, details of which will have been sent to you as part of our final response letter.

### Their contact details are as follows:

**Post:** The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

**Tel:** 0800 023 4567

**Web:** [help.financial-ombudsman.org.uk/help](http://help.financial-ombudsman.org.uk/help)



## Contact Us:

There are a number of ways to contact us. You can do so by telephone, by email, by letter or in person. Our contact details are as follows:-

Mel Allen  
Chief Executive Officer  
Wessex Resolutions C.I.C.  
Heatherton Park Studios,  
Bradford on Tone,  
Taunton,  
Somerset TA4 1EU.

**Tel:** 01823 299050

**Email:** [enquiries@navigatecharity.org.uk](mailto:enquiries@navigatecharity.org.uk)

**Web:** [www.navigatecharity.org.uk](http://www.navigatecharity.org.uk)

Navigate CIO; a charitable incorporated organisation,  
Registered charity number 1182020.

Registered address:  
Heatherton Park Studios, Bradford on Tone, Taunton TA4 1EU.

Navigate CIO is authorised and regulated by the Financial Conduct Authority 837950 for debt-related regulated activities.



# Compliments, Comments and Complaints

**Navigate Charity attaches great importance to the quality of its service delivery and to the satisfaction of its clients. We are very deliberate in giving priority to the needs of every customer and strive to improve the quality of services we provide. We also want to make it as easy as possible for you to let us know your views.**

## Compliments and Comments

We pride ourselves on quality service provision and encourage anyone who has experience of our services to contact us with any comments they wish to make. We welcome any constructive feedback as this can help to further improve our operational standards. It's always encouraging to receive complimentary remarks but if your experience has been less favourable, then we'd be particularly keen to hear from you so that any outstanding problems can be addressed and resolved. If you want to share any other views with us or make suggestions on how the service could be improved, then please get in touch.

## Complaints

If you have a complaint or are dissatisfied with the service you have received from Navigate Charity, please contact us so that we can try to resolve the problem straight away.

If you are worried about making a complaint, please be assured we will do all we can to assist you and address your concerns appropriately. You may wish to seek advice or support from a third party organisation.

We will endeavour to address your concern immediately, but if this is not possible, we will write to you to acknowledge that your complaint has been received. In that communication, we will enclose a copy of our complaint-handling procedures and indicate the timescale in which we will respond to your complaint. This will normally be within ten working days.

If more information is required in order to provide a full response, we may contact you or other parties involved in order to ascertain all the relevant information.

If we are unable to respond within the timescale we have indicated in our letter, we will write to you again before the expiry date to advise you of a revised timescale for responding to the issues raised. This will normally be within one month but will always be within two months from the date your complaint was received.

If your complaint concerns a member of the management team, it will be dealt with by the CEO. If your complaint concerns the CEO, your letter should be addressed to the Chairman of the Board.

Once our investigation has been completed, we will write to you with a 'final response' which will detail the outcome of our investigation, any corrective action already taken and our proposal for any other necessary action required to resolve your complaint.

## Confidentiality and legal requirements

All complaints will be reported to the Financial Conduct Authority and recorded and kept on file for two years. Any personal data provided to Navigate Charity will be processed in accordance with the relevant Data Protection legislation and used to respond to your communication and improve our services. For further information please contact us for details of our Data Protection policy.

If you have any concerns about the way your data has been handled, and if you feel that we have not addressed your concerns, you have the right to complain to the Information Commissioners Office (ICO).

**Tel:** 0303 123 1113

**Website:** [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)