



How to complain about Child Maintenance Options

Sorting out separation

Web
app

Get help with issues around your break-up with an easy-to-use web app **tailored to your needs** including:

- children and parenting
- relationships and conflict
- health
- housing
- work and benefits
- money
- legal

Over 50
organisations
who can help

Expert help at
the click of a
button

Find us on many websites
including cmoptions.org



Brought to you by
Help and Support
for Separated Families

In this guide

About this leaflet

4

How to make a complaint

5

> Stage 1

5

> Stage 2

5

Other options for making a complaint

6

How we will deal with your complaint

6

Contact us

7



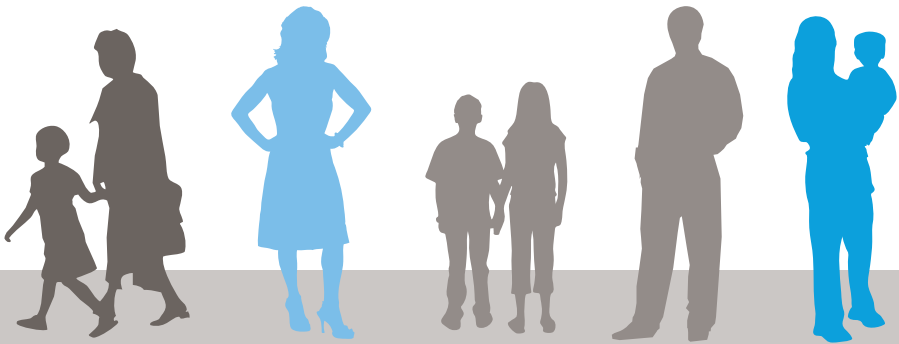
About this leaflet

This leaflet explains how you can make a complaint, and how we'll handle your complaint.

Complaints are important to us. We want to provide the best service we can, and your feedback is the best way for us to find out where we need to improve.

The information in this leaflet is only a guide and does not cover every circumstance. We recommend that parents also get independent professional advice which applies to their circumstances. You can see a list of specialist organisations that may be able to help at the back of this guide. Although we have taken every care in preparing this guide, we cannot guarantee that information is accurate, up to date or complete, because it can change over time.

Child Maintenance Options does not endorse the content of any external websites.



How to make a complaint

You can usually sort out any problems with our service by talking to the people dealing with your enquiry. But if you are still unhappy about the service you have received and want to make a formal complaint, here is what you need to do.

Stage 1

Contact us by:

- **calling** our freephone number on **0800 988 0988*** and speaking to one of our helpline staff. Our textphone number is **0800 988 9 888***
- **writing** to us at
Child Maintenance Options,
PO Box 578,
Rotherham S63 3FP
- **emailing** us through the website **cmoptions.org**

If you make a complaint by email or letter, we'll write to you to let you know we have received it. Our Complaints Resolution Team will start to deal with your complaint straight away and try to sort it out to your satisfaction.

Stage 2

If you are unhappy with the reply from our Complaints Resolution Team, let us know. We'll then ask a different team to investigate your complaint. This is our Complaints Review Team.

They will take a fresh look into your complaint, and aim to sort it out to your satisfaction within 15 days.

If they can't, you have other options. You can read more about these on the next page.

*See inside back cover for information about call charges

Other options for making a complaint

If you have been through both stages of our complaints process and are still unhappy, you can:

- **write to:**
The Independent
Case Examiner,
Jupiter Drive,
Chester CH70 8DR
 - **phone: 0845 606 0777***
(8am to 5pm,
Monday to Friday)
Textphone number is:
0151 801 8888
 - **go to:**
www.ind-case-exam.org.uk
 - **ask your Member of Parliament** to discuss your complaint with the Parliamentary and Health Service Ombudsman, or
 - **contact an organisation** that can give you more advice, such as Citizens Advice.
-

How we will deal with your complaint

At Child Maintenance Options, we promise to:

- deal with you in a polite and professional way
- treat your complaint seriously and keep it confidential
- put right any mistakes as quickly as possible, and

- tell you, within 15 working days, the outcome or progress of our investigations.

If we have made a mistake, we'll:

- apologise
- explain what went wrong and why, and
- make any changes needed to put it right.

Child Maintenance Options is a free service that provides information and support to help parents make decisions about child maintenance



Contact us

Freephone **0800 988 0988***
8am–8pm Monday to Friday
9am–4pm Saturday
cmoptions.org

This leaflet is also available in other languages, in large print, in Braille and on audio cassette. You can get these formats by calling us on freephone **0800 988 0988***

Our TextBox and textphone number is **0800 988 9 888***

*Call charges

Calls to 0800 numbers are free from BT land lines but you may have to pay if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls to 0845 numbers from BT land lines should cost no more than 4p a minute with a 15p call set-up charge. You may have to pay more if you use another phone company or a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

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approved
by the word centre



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