



**COMMUNITY  
INTEREST  
COMPANIES**

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Complaint about the standard of service

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## Complaints against the standard of service provided

The Office of the Regulator aspires to provide its customers with a high quality, accessible and responsive service to businesses and the community. However, if you believe that things have gone wrong, please send us your complaint and comments. Our aim is to resolve any problems, or difficulties, quickly and fairly.

One of the ways in which we continue to improve our services is by listening and responding to your views and canvassing your opinion through surveys. We also welcome any comments or suggestions you have about our complaints, or any other procedure, to make sure it works as efficiently and effectively as possible.

### What is a complaint and who can make one?

The Regulator will regard information from any person, or organisation, that wishes to complain about the way the office has dealt with them as a valid complaint. The Regulator's aim is to improve service delivery and to put right any shortcomings that are within her control.

### Time limits for making complaints

Any request for a complaint to be investigated by a Case Officer should be made as soon as possible, in any case, **no later than six months** from the date you became aware of, or ought reasonably to have become aware of, the subject of the complaint. This should give you adequate time to consider the issue, and for all relevant facts to remain fresh. Any departure from this time limit will be allowed only in exceptional circumstances, as people and papers involved may no longer be available.

### How to make your complaint

Please contact the person you have been dealing with at the CIC Office. They will deal with your enquiry promptly, and do their best to put things right.

Please provide the following information:

- A clear description of the complaint and what you would like us to do to sort things out.
- Information on whether it is an original complaint or a follow-up to a reply you were not satisfied with.
- Your full postal address, phone number and fax number (and e-mail address if you have one).

You can make your complaint (which we will deal with confidentially) in writing, by phone, fax or e-mail.

E-mails should be sent to: [cicregulator@companieshouse.gov.uk](mailto:cicregulator@companieshouse.gov.uk) .

### What happens next?

We will investigate and provide a full explanation within **15 working days** of receiving your complaint. If this is not possible we will explain why and give you a date by which you can expect a full reply.

### If you are not satisfied with our reply

If you remain dissatisfied you may wish to consider writing to the Office Manager, as follows:

The Manager  
Office of the Regulator  
Community Interest Companies

Room 3.68  
Companies House  
Crown Way  
Maindy  
Cardiff CF14 3UZ  
Tel: 029 2034 6228. This is a 24 hour voicemail service.  
Fax: 029 2034 6229  
E-mail: [cicregulator@companieshouse.gov.uk](mailto:cicregulator@companieshouse.gov.uk)

Any request for the complaint to be further investigated by the Office Manager should be made **within two months** of the Case Officer's response. This should give adequate time for you to have considered anything further you wish to raise. Any departure from this time limit will be allowed only in exceptional circumstances.

The Office manager will investigate and provide a full explanation **within 10 working days** of receiving your further complaint. If this is not possible we will explain why and give you a date by which you can expect a full reply.

#### **If you are still not satisfied**

If you are still not satisfied, you should write to the Regulator, asking him or her to review the matter, the address is as above. This request for the complaint to be further investigated by the Regulator should be made **within two months** of the Office Manager's response. This should give adequate time for you to have considered anything further you wish to raise. Any departure from this time limit will be allowed only in exceptional circumstances.

The Regulator will investigate and provide a full explanation **within 10 working days** of receiving your further complaint. If this is not possible we will explain why and give you a date by which you can expect a full reply.

#### **Ombudsman**

If you have gone through our complaints procedure and you are still not satisfied, you have the right to refer the matter to the Parliamentary Commissioner for Administration (the Ombudsman). You have to make complaints to the Ombudsman through an MP. Your local [Citizens' Advice Bureau](#) can give you the address of your MP. You can get more advice from the Ombudsman's office at the following address:

Parliamentary Commissioner for Administration,  
Millbank Tower,  
Millbank,  
London SW1P 3BW  
Phone: 020 7217 4163  
Fax: 020 7217 4160

#### **Or alternatively**

You have the right to refer the matter to:

Minister of State for Competitiveness,  
1 Victoria Street,  
London  
SW1H 0ET