

## To make a complaint

At Money and Pensions Service (MaPS) we value our customers and want to give you the best possible experience, but we recognise that sometimes things don't go to plan.

If your experience with us wasn't what you expected, or if we have done something wrong, we want to know so we can learn from it and improve.

### How to get in touch

You can get in touch with us by:

- emailing [complaints@maps.org.uk](mailto:complaints@maps.org.uk)
- calling [01159 659570](tel:01159659570)
- sending a letter to: Complaints, Money and Pensions Service, Borough Hall, Cauldwell Street, Bedford MK42 9AB

We accept complaints in English and Welsh and will reply in the same language.

If you need support or for us to make suitable adjustments for you (such as large print or translation services) to help you raise and discuss your complaint with us, please let us know.

### What happens next?

Once we receive your complaint, we will send you an acknowledgement within 5 working days and aim to send you a response within 20 working days.

If we are unable to meet that deadline, we will let you know and keep you updated along the way.

If you are unhappy with the response, you have 28 days to challenge it. The complaint will then be sent to a different team who will investigate your complaint independently and will send you a response within 20 working days.

After this, if you remain unhappy with how we have handled your complaint, you can refer it to the Parliamentary and Health Service Ombudsman (PHSO).

The PHSO is an independent regulatory body that reviews complaints about MaPS services. You can get in touch by:

- sending a letter to: Parliamentary and Health Service Ombudsman, Citygate, Mosley Street, Manchester M2 3HQ
- calling [0345 015 4033](tel:03450154033)
- emailing [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)
- completing the following online form: <https://www.ombudsman.org.uk/making-complaint/complain-us-getting-started/complaint-forms>

#### Money and Pensions Service

Borough Hall, Cauldwell Street, Bedford, MK42 9AB  
[enquiry-form.moneyhelper.org.uk](http://enquiry-form.moneyhelper.org.uk) | [maps.org.uk](http://maps.org.uk)

