



Comments, Compliments & Complaints



Edinburgh Food Project,
12 New Lairdship Yards,
Edinburgh, EH11 3UY

t **0131 444 0030**

e **complaints@edinburghfoodproject.org**

Comments

Edinburgh Food Project welcomes feedback on the service you have received.

If there are things you feel could be changed to make the service better, please do let us know.

Compliments

If you feel services have been especially useful or kind, we would love to hear about it so that we can encourage our team.



0131 444 0030

complaints@edinburghfoodproject.org

Comments and/or Compliments form

0131 444 0030
complaints@edinburghfoodproject.org

Complaints

If you are unhappy about any aspect of the advice or support you have received, please do talk to a team member first, but if it cannot be resolved, then let us know, as we have a dedicated complaints procedure.

Stage 1

You can make a complaint verbally, in writing, or by completing this form. Receipt will be acknowledged within 7 days.

Your complaint will be investigated thoroughly and you will receive a written response within 8 weeks maximum.

Stage 2

If your complaint regards The Money Advice Service and you are unsatisfied with Edinburgh Food Project's response, you can pursue your complaint with the Financial Ombudsman Service (FOS). You will need to get in touch with FOS within six months of receiving the final response from Edinburgh Food Project.

Please ask for the FOS form or contact FOS <https://help.financial-ombudsman.org.uk/help>
Telephone **0300 123 9123** or **0800 023 4567** Email **complaint.info@financial-ombudsman.org.uk**

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Complaints form

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**How would
you like to be
contacted?**

Phone
Email
Post

Contact details

Date of complaint



The Money Advice Service is a project of Edinburgh Food Project.
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Financial Conduct Authority FRN 919392.