



Complaints Procedure

WizeUp Financial Education aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation. If you are not happy with WizeUp Financial Education please tell us.

If you are unhappy about any of our services, please speak to the relevant staff member, or Ed Flack (ed@wizeupfinancialeducation.co.uk).

If you are unhappy with an individual in WizeUp Financial Education sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to Ed Flack (ed@wizeupfinancialeducation.co.uk). Often we will be able to give you a response straight away.

When the matter is more complicated we will give you at least an initial response within five working days.

Taking your complaint further

If you are not satisfied with our response or wish to raise the matter more formally, please contact Ed Flack (ed@wizeupfinancialeducation.co.uk). Ideally we would prefer you to raise your concerns in writing or by email but we will accept a complaint verbally if you so wish. If your complaint is about Ed Flack, please contact the Chair - Ri Chakraborty(ri_chakra@hotmail.com).

All complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with.

If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please contact the Chair (ri_chakra@hotmail.com) who will report the matter to the next meeting of the Trustees, who will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with WizeUp Financial Education's services.

Updated: April 2023 Registered Charity No. 1190032.