

Comments, compliments and complaints

*Listening,
understanding
and putting it right*



CARTREFI
CONWY
creu cymunedau i fod yn falch ohonynt
creating communities to be proud of



Comments

Do you have any suggestions that would improve the services we offer you? If so, please talk to us.

Sometimes, a suggestion or small comment can lead to a big improvement in the way we do things.



Compliment

If you think that we are doing something well or that staff are giving great service or going that extra mile please tell us.

We will pass on everything you say to the people concerned.

How you can contact us



Phone us on: 0300 124 0040

Email us at: enquiries@cartreficonwy.org

Write to us or send a complaint form to:

Morfa Gele, North Wales Business Park,
Cae Eithin, Abergele, LL22 8LJ

Complaints

Stage 1

We can sort out most complaints quickly and informally. Speak to the person you are dealing with, or their manager if you prefer.

Stage 2

If your complaint is more serious, or you're unhappy with how your complaint has been dealt with informally, a senior manager will deal with your complaint.

If you have been through our formal complaints procedure and you are still not satisfied, you can ask the Public Services Ombudsman for Wales to investigate your complaint.

Phone: 0300 790 0203
Website: www.ombudsman.wales
Write: Public Services
Ombudsman for Wales,
1 Ffordd Yr Hen Gae, Pencoed, CF35 5LJ



More information

You can find a copy of our concerns and complaints form and policy on our website, or you can ask for a copy at any of our offices.

www.cartreficonwy.org

This information is available in a range of formats and languages.



Tell us how we did

We will ask you what you thought of the complaints service. We'll use the information to improve the way we handle complaints in the future.