




Listening, understanding and putting it right

How you can contact us

Phone: **0300 124 0040**

Email: **enquiries@cartreficonwy.org**

Our website: **cartreficonwy.org**

 (formerly Twitter): **@CartrefiConwy**

 Facebook: **OfficialCartrefiConwy**

You can write to us or send a complaint form to: **Morfa Gele, North Wales Business Park, Cae Eithin, Abergele LL22 8LJ** or visit us at this address.

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

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.

Compliments

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.

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 look into your complaint.

If we've looked into your complaint at stage one and two and you still feel that we haven't dealt with your complaint properly 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. If you need more help to make a complaint, we can put you in touch with someone who can help.

You can also contact Citizens Advice Bureau, your local Advocacy services (services where you can get support from another person to help you express your views and wishes), Age Cymru or Shelter Cymru who may be able to help you.

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.