Making a complaint

If you feel you wish to make a complaint about Conwy County Borough Council, firstly contact the Service that you are unhappy about i.e. if you are complaining about missed waste or recycling, you should contact our Environment, Roads and Facilities Service.

You can find the contact telephone numbers and email addresses of our Services on our intranet pages: [www.conwy.gov.uk](http://www.conwy.gov.uk)

In some cases they will be able to sort out the problem straight away.

If you feel the problem is serious, you can log a formal complaint by using the form on our intranet under [www.conwy.gov.uk/en/Council/Forms/Form-Complaint.aspx](http://www.conwy.gov.uk/en/Council/Forms/Form-Complaint.aspx) .

Stage 1 complaints are responded to within 10 working days of receipt

If you remain unhappy with the response at this stage, you can ask for your complaint to be investigated at Stage 2, with a response from Head of Service. Stage 2 requests are in writing only to the Corporate Complaints Officer at PO Box 1, Conwy, LL30 9GL and must be within 6 months of the Stage 1 response

Stage 2 complaints normally receive a response within 20 working days, however, sometimes it may take longer.

If you are still unhappy with the response, the next stage would be to contact the Public Service Ombudsman for Wales. Details of how to take your complaint to the next stage can be found on their web site [www.ombudsman.wales/](http://www.ombudsman.wales/)

Conwy County Borough Council will only use your contact details to process your Complaint and for administration and statistical purposes. Your contact details will not be passed to a third party, except where required by law. To see Conwy's Complaints privacy notice, please visit [http://www.conwy.gov.uk/en/Council/Access-to-Information/Privacy-Notices/Corporate-Complaints.aspx](https://www.conwy.gov.uk/en/Council/Access-to-Information/Privacy-Notices/Corporate-Complaints.aspx).