

Compliments



Complaints



Comments

Compliments and complaints – how to contact us

Let us know your views on our services – we want to hear what you have to say.

We are committed to providing high-quality services to all our customers in a fair and equal way. Whether you are not satisfied with the service you have received or you have received an excellent service, we would like to know about it.

This leaflet gives you the information you need to make a **compliment** or a **complaint** and describes how we will deal with your communication promptly and efficiently.

COMPLIMENTS

If you wish to compliment us on a particularly high-quality service which we have provided, you can do this by contacting the relevant service or by contacting the Corporate Complaints Officer via our website, by post, email or phone (details are on the back page)

QUESTIONS, COMMENTS AND SERVICE REQUESTS

- If you ask a question you should receive a response within 10 working days
- Comments will be noted but no response will be sent
- Service requests can include issues such as reporting a faulty street light. Only if we fail to do what we said we would do will it become a complaint.

COMPLAINTS

We acknowledge that sometimes things go wrong. If this happens then we want to put it right. Please follow the checklist below to see whether your concern is one which we can deal with under the Complaints Policy

Issue you may have	What you should do
Fixed Penalty Notice	Follow the appeal process
NHS, Police, Town or Community Council	Refer to the correct body
Councillor's behaviour	Refer to the Public Service Ombudsman for Wales e-mail: ask@ombudsman-wales.org.uk Tel: 0300 790 0203

Concern about Social Services	Refer to the Social Services Complaints Officer e-mail: cssc@conwy.gov.uk Tel: 01492 577744
Freedom of Information, Data Protection, Environmental Information Regulations	Refer to the Information Governance Manager e-mail: info-gov.unit@conwy.gov.uk Tel: 01492 576070
Concern about a School	Refer to the School
Councillor/Officer of Conwy CBC represents Council through an external organisation	Refer to the organisation

What if I have been through the checklist and still have a complaint which I wish to pursue?

- Firstly speak to the people involved. For example, if the complaint is about a public facility like a theatre or leisure centre, ask to speak to the supervisor or duty manager. In most cases, the person you speak to can sort out your complaint easily and you will not need to take any further action. This is **Stage 1** of our complaints procedure

What do I do if I'm not happy with the response at stage 1?

If you remain unhappy at the conclusion of **Stage 1**, you can request that your complaint is dealt with at **Stage 2**. To do this, contact the Corporate Complaints Officer via our website, by post, email or phone.

When will I hear from you?

Stage 1 complaints will normally be responded to within 10 working days and Stage 2 complaints within 20 working days.

What if I'm still not happy?

You may refer the matter to the Public Services Ombudsman for Wales, at any stage of your complaint, but you will be required to complete our internal Complaints process first.

Useful contacts

Corporate Complaints Officer

Bodlondeb

Conwy

LL32 8DU

Phone: 01492 576070

Email: complaints@conwy.gov.uk

Web: www.conwy.gov.uk/contactus

The Public Services Ombudsman for Wales

1 Ffordd Yr Hen Gae

Pencoed

CF35 5LJ

Phone: 0300 790 0203 (calls to this number are charged at local rate)

Fax: 01656 641199

E-mail: ask@ombudsman-wales.org.uk

Website: www.ombudsman-wales.org.uk

Your Local Councillor

You are welcome to ask your local councillor for advice and support at any time when you are making a complaint. A full list of county councillors is available at our offices and libraries. Find your County Councillor by Post Code on our website;

<http://www.conwy.gov.uk/drcllrpo.asp?cat=2325&doc=2578&Language=1>

If you would like a copy of this leaflet in large print or audio tape, phone 01492 576200.

If you need to use any language other than English or Welsh, come into one of our main reception areas to use the Big Word service.

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