

EASY READ Version

Praise, Thanks, Comments, Complaints

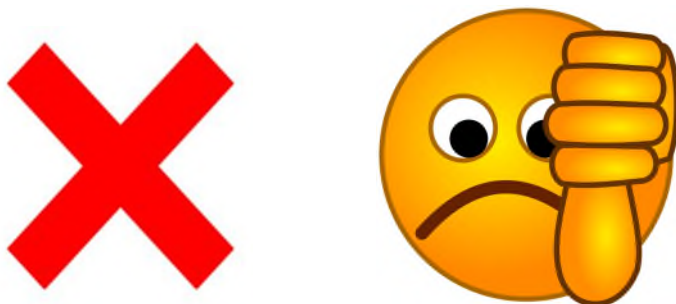
This leaflet tells you how to :-

Tell us if the service you had was good




Or

How to Complain if you are unhappy with the service you have received.



We need your comments/complaints to assist us to improve our Services.



Praise or Comment

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|  | <p>You might wish to let us know what we have done well. This is called giving praise.</p> <p>or</p> <p>You might wish to give us your ideas on how we can improve our Services. This is called offering comments.</p> <p>Your opinion is very important to us.</p> |
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We will listen to your opinion if you wish to give us praise or if you wish to complain.

If you give us praise or you complain, we will continue to give you the best service we can.

Making a Complaint

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|  | <p>If you are unhappy with any of our Services, do let us know. This is called making a complaint.</p> |
|  | <p>If you would like help to make your complaint, you can ask someone you know to help you, or we can help you.</p> |

How to contact us:-

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|  | <p>Phone 01766 771000</p> |
|  | <p>Email Cwynion@gwynedd.llyw.cymu</p> |
|  | <p>Online www.gwynedd.llyw.cymru</p> |
|  | <p>By post Service Improvement Officer Corporate Support Cyngor Gwynedd Shirehall Street Caernarfon Gwynedd LL55 1SH</p> |

Wherever possible we will try and deal with your complaint within 20 working days.

What happens when I make a complaint

Stage 1 (Informal complaint)

If the matter is easy to resolve, we will try and resolve it straight away.



Stage 2 (Formal complaint)

If we have failed to resolve your complaint in Stage 1, we will arrange an investigation in order to try and resolve it.







Cwyn Ombwdsmon

If you are unhappy with our response in Stage 2, you may take your complaint on to the Ombudsman.

The Ombudsman looks at things fairly and does not take sides.

How to contact the Ombudsman

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|  | <p>Phone 0300 790 0203</p> |
|  | <p>Email ask@ombudsman.wales</p> |
|  | <p>Online www.ombudsman.wales</p> |
|  | <p>By post Public Service Ombudsman for Wales 1 Ffordd yr Hen Gae Pencoed, CF35 5LJ</p> |

This document is available in Welsh and English. If you require the information in a different format please let us know by phoning us on 01766 771000.