

Comments, Compliments and Complaints

All organisations should have a procedure to deal with feedback from people who use or are in contact with services.

If you are not happy with the service you are receiving you are entitled to complain. It is best to try to sort out any problems or concerns as soon as they arise. Minor problems can usually be sorted quite quickly. Complaints which are more complex can take a lot of time before they are fully resolved.

You might also wish to give positive feedback on a service with which you are particularly happy and which you think has worked well. This is very helpful to organisations when they are reviewing and planning services. Most organisations also welcome ideas as to how they might do things differently and better.

Gwynedd Council

Complaints, both formal and informal, should be made directly to the Council Department concerned. If you are unsure whom you should contact, telephone Galw Gwynedd on **01766 771000** and they will put you in touch with the relevant department/person.

Social Services have produced a booklet *Listening, Responding, Improving*. Copies are available in all libraries and Council offices. The first point of contact to feedback on services is the Customer Care and Information Unit, who will listen to any complaint and help you to resolve it.

Customer Care Officer
Adult, Health & Wellbeing Dept.
Gwynedd Council
Shirehall Street
Caernarfon LL55 1SH
Tel: **01286 679549**
e-mail: gcgc@gwynedd.llyw.cymru

Customer Care Officer
Children & Supporting Families Dept.
Gwynedd Council
Shirehall Street
Caernarfon LL55 1SH
Tel: **01286 679151**
e-mail: gcgc@gwynedd.llyw.cymru

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The Care Inspectorate in Wales regulate social care services in Wales, including **care homes** and other **care providers** (as well as social services). They can be contacted if you have a concern or complaint about a service provider whom they regulate, and they will look to see whether they are providing a safe service or if they are failing to meet the requirements and conditions of their registration. They cannot deal with complaints linked to individual circumstances but will direct to the organisation best placed to help.

Care Inspectorate in Wales

Government Buildings

Sarn Mynach

Llandudno Junction

LL31 9RZ

Tel **0300 790 0126**

e-mail ciw@gov.wales

If you wish to complain about a **councillor**, then you need to contact the Public Services Ombudsman for Wales. You can also contact him about any complaint that you have with any public service, be it local authority or health service, if you are not happy with their response to your complaint. You can also complain directly to the Public Services Ombudsman without contacting the statutory/public service beforehand. The contact details are:

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae

Pencoed

CF35 5LJ

Tel: **0300 790 0203**

e-mail ask@ombudsman-wales.org.uk

It is also possible to send an e-mail from the website www.ombudsman-wales.org.uk or download the appropriate form

Health

Doctors, dentists, pharmacists and opticians have their own complaints procedures. Staff in these practices will be able to give you details of how to

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complain. You can also contact the Betsi Cadwaladr University Health Board local office for Gwynedd:

Eryldon
Campbell Road
Caernarfon
Gwynedd LL55 1HU
Tel: **03000 852344**

If you have concerns about treatment either you or the person for whom you care have received under the NHS, for example whilst in hospital or in a clinic, it is best to raise it with the team concerned. However if you prefer not to do so, or if you are unhappy with their response, you can get in touch with the Concerns Team at Ysbyty Gwynedd:

Concerns Team
Betsi Cadwaladr University Health Board
Ysbyty Gwynedd
Bangor
Gwynedd LL57 2PW
Tel: **03000 851851**
e-mail: BCUConcernsTeam@wales.nhs.uk

For comments and suggestions, e-mail the Patient Experience Team at BCU.PatientExperience@wales.nhs.uk

Remember that you can also raise concerns about treatment and services from the NHS with the Public Services Ombudsman for Wales (see above).

North Wales Community Health Council offers help and advice to people wishing to complain about NHS Services.

North Wales Community Health Council
11 Chestnut Court
Parc Menai
Bangor
Gwynedd LL57 4FH
Tel: **01248 679284**
e-mail: admin@waleschc.org.uk