

EASY READ POLICY

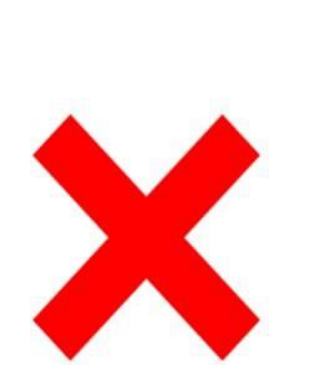
Compliments & Complaints

Tell us if the service you had was good



Or

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



Compliment



You might wish to let us know what we have done well. This is called **giving us a compliment.**

or

You might wish to give us your ideas on how we can improve our Services. This is called **offering comments.**

Your opinion is very important to us.

Complaint



If you are unhappy with any of our Services, do let us know. This is called **making a complaint.**



If you would like help to make your complaint, you can ask someone you know to help you, or we can help you.

How to contact us:-

	<p>Phone 01495 311556</p>
	<p>Email info@blaenau-gwent.gov.uk</p>
	<p>On line form Compliment Blaenau Gwent County Borough Council (touchvision.com) Complaint Blaenau Gwent County Borough Council (touchvision.com)</p>
	<p>By post Complaints Department The General Offices Ebbw Vale NP23 6ND</p>

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.



Complaints Ombudsman

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

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

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 01495 369708.