



barcud

COMPLAINTS PROCEDURE

Complaint/Concern Received

You can make your complaint in person, by phone, by email, through our website or in writing.

We have a two stage complaints procedure. We will always try to resolve your complaint quickly and close to where we provided the service, but if it is clear that the matter will need detailed investigation, we will tell you and keep you updated on our progress.

Stage 1 – Frontline Resolution

We will always try to resolve your complaint quickly, within **five working days** if we can, unless there are exceptional circumstances.

If we cannot resolve your complaint at Stage 1, we will explain why. If you are still dissatisfied, you can ask for it to be investigated further at Stage 2.

Stage 2 – Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or require a detailed investigation.

We will acknowledge your complaint within **three working days** and provide you with a complaint reference number. We will also let you know who will be investigating your complaint.

We will give you a decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time.

The Public Services Ombudsman for Wales

If you remain dissatisfied with our final decision or the way we have handled your complaint, you can ask for it to be considered by the Public Services Ombudsman for Wales.