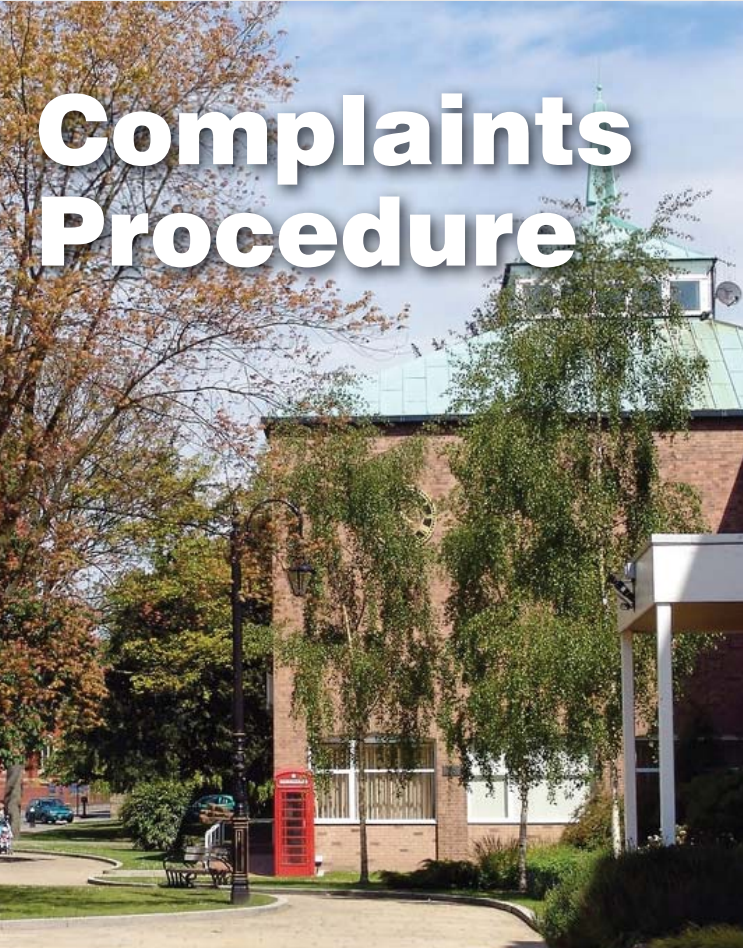


Complaints Procedure



www.wrexham.gov.uk
complaints@wrexham.gov.uk



01978 292087



Wrexham County Borough Council is committed to dealing effectively with any concerns or complaints you may have about our service.

If we got something wrong, we'll apologise and where possible we'll try to put things right.

We also aim to learn from our mistakes and use the information we gain to improve our services.

What is a complaint?

A complaint is an expression of dissatisfaction with our service.

Have you asked us yet?

If you are approaching us for a service for the first time, then this policy doesn't apply. You should first give us a chance to respond to your request.

Dealing with your complaint

Informal Raise your concern with the person you're dealing with. They will try to resolve it within 10 working days. If you're still not happy you can ask for a formal investigation.

Formal An investigation will be undertaken by an officer within the Complaints Team, who are independent of the service subject to the complaint. This will be completed within 20 working days and you will be provided with a response detailing the findings and conclusions.

What we expect from you

We believe that everyone has the right to be heard, understood and respected.

We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or persistence.

How to make a complaint

You can express your concern in any of the ways below:

Letter: Complaints Team
The Guildhall
Rhosddu Road
Wrexham
LL11 1AY

Phone: 01978 292087

Email: complaints@wrexham.gov.uk

Form: Available at all of our offices

Website: www.wrexham.gov.uk

Ombudsman

If you are still not satisfied, you can complain directly to:

Public Services Ombudsman for Wales
1 Old Field Road
Pencoed
CF35 5LJ

Phone: 0845 601 0987

Website: www.ombudsman-wales.org.uk

Equality for all

Wrexham County Borough Council is committed to equality for all and we can provide information in a variety of accessible formats. Please contact us on 01978 292087, via the website or at Contact Wrexham.

