



Complaints, Compliments and Comments Policy

If you have something to say – we want to hear from you.

Clybiau Plant Cymru Kids' Clubs is constantly improving its services and your feedback is important to us. If you have an idea, a compliment or a complaint we'd like you to tell us. This will help us to improve the services we offer.

Please feel free to share your views by also completing the online form [on the **Feedback** page]. If you prefer you may send an e-mail to contact@clybiauplantcymru.org, or write to Clybiau Plant Cymru Kids' Clubs, (see **Contact us** for address details). Your comments will be passed to the Director and acknowledged and the relevant staff informed.

Complaints

Clybiau Plant Cymru Kids' Clubs aims to provide a good quality service to everyone at all times, but we accept that we may not always get it right. When things go wrong, we need to know. There may be circumstances when you feel that you wish to make a complaint and we are keen to listen to your views. This way we can learn from any mistakes, put them right, prevent similar mistakes being made in the future and work out how to improve our service wherever possible.

If you are not satisfied with the standard of service, action, or lack of action by Clybiau Plant Cymru Kids' Clubs' staff, then you should put your complaint in writing and send to:

The Director
PRIVATE & CONFIDENTIAL
Clybiau Plant Cymru Kids' Clubs
Bridge House, Station Road
Llanishen
Cardiff
CF14 5UW
E-mail: wendyh@clybiauplantcymru.org

Please ensure you include your name and address, copies of any correspondence, the names of the persons involved, details and dates of the complaint itself. You will receive an initial response together with a copy of our complaints procedure, which will outline how the complaint will be dealt with.