

Compliments, Comments and Complaints Form

At Ambition North Wales, we work hard to provide the best possible service to everyone who uses our services. We aim to put people at the centre of everything we do.

We welcome your feedback about the services you have received. Your experience helps us understand what we are doing well and where we need to improve.

Your feedback matters to us. We use the comments and observations you share to help us improve our services for everyone. Please complete this form to submit your compliment, comment or complaint:

A. Your details:

Surname:

Forename(s):

Title:

Mr/Mrs/Miss/Ms/ if
other, please
state.

Address and postcode:

E-mail address:

Daytime contact
telephone number:

Mobile number:

Please state by which of the above methods you would prefer us to contact you:



Your requirements:

If our usual way of dealing with your feedback makes it difficult for you to use our service, please tell us so that we can discuss how we might help you.

The person who experienced the situation should normally complete in this form.

If you are filling this on behalf of someone else, please fill in Section B. Please note that before acting on the matter, we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

B. Please fill this section if you are completing the form on behalf of someone else.

Their surname:

Their forename(s):

Title:

Mr/Mrs/Miss/Ms/ if
other, please state.

Address and postcode:

What is your relationship to them?

Why are you contacting us on their behalf?



C What is your reason/reasons for contacting us? (Please continue your answers to the following questions on a separate sheet(s) if necessary)

- ☐ Compliment
- ☐ Comment
- ☐ Complaint
- ☐ Other

C1 Name of the relevant Service/Officer concerned:

C2 What in your opinion was done well, or what wasn't done well or what could be improved?

C3 Describe how this has affected you personally:

C4 If you are making a complaint, what in your opinion should Ambition North Wales do to put things right?

C5 When did you first become aware of the situation? (If you are making a complaint and it is more than 6 months since you first became aware of the situation, please give the reason why you have not contacted us before now):

C6 Have you already shared your observations with the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so:



If you have any relevant documents to support your request, please attach them to this form.

Signature: _____ Date: _____

When you have completed this form, please send it to: feedback@ambitionnorth.wales

How do we use your information

We collect your personal information in order to deal with your complaint. We do this as part of our duties as a public body. Your details will not be shared outside Ambition North Wales other than when it is necessary to do so in order to resolve your complaint. To learn how long we keep your data please contact us. The contact email address for the Data Protection Office is: data@ambitionnorth.wales