



## Praise and Complaint Form

Here at Ambition North Wales we are continually working to ensure that we provide the best service for you, our residents and service users, with the aim of putting people at the centre of everything we do.

We are therefore always keen to hear about your experiences of the services you have received so that we can identify the things we are doing well, and what we could improve.

Your feedback is important to us and your observations will be used in order to improve our services.

### A. Your details:

Surname:

Forename(s):

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

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Address and postcode:

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E-mail address:

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Daytime contact telephone  
number:

Mobile number:

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

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Your requirements: if our usual way of dealing with this process makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to contact us in a particular way, please tell us so that we can discuss how we might help you.

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

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

**B. Completing the form on behalf of someone else.**

**Their**

**details:**

Surname:

Forename(s):

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

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Address and postcode:

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What is your relationship to them?

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Why are you contacting us on their behalf?

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

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**C1.** Name of the relevant Service/Officer concerned:

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**C2.** What in your opinion was done well, or what wasn't done well?

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**C3.** Describe how this has affected you personally:

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

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**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):

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**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:

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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 :- Ambition North Wales, Government Buildings, Sarn Mynach, Llandudno Junction, LL31 9RZ or email [info@ambitionnorth.wales](mailto:info@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 details for the Operations and Resources Manager [info@ambitionnorth.wales](mailto:info@ambitionnorth.wales)