



Byw'n lach

PRAISE AND COMPLAINT FORM

Here at Byw'n lach, we are continually working to ensure that we provide the best possible service for our service users, with the aim of putting the people of Gwynedd at the centre of everything we do.

We are therefore always eager 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 valuable to us and your observations will be used in order to improve our services.

A. Your details

Surname:	
First Name(s):	
Title: Mr/Mrs/Miss/Ms or if other, please state.	
Address and Postcode:	
Your e-mail address:	
Contact Telephone Number - day:	
Mobile Phone Number:	
Please state by which of the above methods you would prefer us to contact you	

The person who experienced the situation should normally fill in this form. If you are completing this form 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):

Their name in full:	
Address and postcode:	
What is your relation to the person?	
Why are you contacting us on their behalf?	

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

Q1 Name of the Centre/Officer in question.	
Q2 What in your opinion was done well, or what wasn't done well?	
Q3 Describe how this has affected you personally.	
Q4 If you are making a complaint, what in your opinion should the company do to put things right?	
Q5 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).	
Q6 Have you already shared your observations with the front-line staff responsible for delivering the service? If so, please provide brief details stating how and when you did this.	
If you have any documents to support your request please attach them to this form.	

Signed: Date:

When you have completed this form, please send it to:

Byw'n Iach,cyf
Castle Street
Caernarfon
Gwynedd LL55 1SE
cyswllt@bywniach.cymru