



Feedback and Complaints Policy Menter Iaith Fflint a Wrecsam

Introduction

Menter Iaith Fflint a Wrecsam (MIFFAW) tries to put the users of our services first, improving the quality of our customer care continuously. We welcome any opinion about the MIFFAW service, whether positive or negative, and we will deal with complaints fairly following the process below.

Complaints

MIFFAW is committed to dealing effectively with any concerns or complaints from users of our services. If any concern or complaint is raised, we will respond as below. (Note that internal complaints from MIFFAW staff members will follow the process set out in the Company Handbook.) In order to make a complaint it is necessary to send an official letter either by email to:

gwybod@menterfflntwrexam.cymru

or by post to:

Corlan, Unit 3, Mold Business Park, Mold, CH7 1XP

The Complaints Procedure

1. Once a letter (or email) of complaint from an 'individual' (the person who made the complaint or a representative of the organisation that has made the complaint) is received we will send a letter or email to the individual acknowledging that we have received the complaint and informing them of our complaints procedure. This will be processed within 5 working days of receiving the complaint.
2. We will investigate the complaint. This will usually mean passing the complaint on to the Chief Officer or Chair who will consider the matter.
3. The Chief Officer or Chair/member of the MIFFAW Management Committee will contact the individual to discuss and try to resolve the issue. This will be done within 15 working days of sending the acknowledgment letter.
4. A letter confirming what was discussed will be sent to the individual within 5 working days.
5. If further inquiries and/or meetings with others are required a written response containing a solution will be sent to the individual within 20 working days.
6. If the individual is not satisfied with the solutions proposed they should contact the company at once. In such a case there will be a review of the original decision by a member of the Management Board who was not previously involved in the matter.
7. A letter stating the company's final decision relating to the complaint and stating the reasons will be sent to the individual within 15 working days of receiving the request for review.