



Comments, Compliments and Complaints

- Comment**
- Compliment**
- Complaint**

<i>Office use only:</i> Case Ref. No. Date Received: Date Reply Sent:
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Please write your comments here and return to headoffice@snapcymru.org or the address shown below

Your Name:	Telephone:
Address: (if you would like a written response)	Email:

SNAP Cymru welcomes all comments, compliments and complaints and will use them to assist in developing our service, quality assurance and for evaluation purposes. We wish to thank you in advance for compliments; however, if you wish to make a complaint about the service you have received, you may do so in a number of ways.

How to complain

Complaints may be registered by the service user or by someone on their behalf to **Mrs Gill Smith** (Assistant Director, Service) by:

- Phoning – **02920 348990**
- In writing to – **Amanda Daniels, Assistant Director SNAP Cymru Head Office, 10 Coopers Yard, Cardiff CF10 5NB**
- By email to – Amanda.daniels@snapcymru.org

Should the complaint be about Assistant Director Service then the complaint should be marked for the attention of the **Mrs Denise Inger** (Chief Executive Director) by:

- Phoning – **02920 348990**
- In writing to – **Mrs D Inger, SNAP Cymru Head Office, 10 Coopers Yard, Cardiff CF10 5NB**
- By email to – denise.inger@snapcymru.org