



## Please tell us what you think!

**We welcome feedback and complaints from all of our customers or anyone who has been involved with SNAP Cymru**

- We treat all people equally and fairly
- All feedback and complaints will be dealt with in a consistent way
- You will not be discriminated against for making a complaint

## How do I complain?

Complaints may be registered by the service user or by someone on their behalf to Ruth Phillips (Service Manager).

**Phone** – 02920 348990

**Email** –Ruth.Phillips@snapcymru.org

**In writing to** – Ruth Phillips

SNAP Cymru  
Head Office  
10 Coopers Yard  
Curran Road  
Cardiff CF10 5NB

## If I contact regional or national staff, what information do I need to give?

We need to know your name, a valid email or home address for receipt of reply (unless anonymous in which case no correspondence will be sent), a clear description of the

complaint and what outcome you would want, copies of any correspondence to do with the complaint and any case reference numbers if appropriate. Please give us as much information as possible as we will be able to investigate and respond more quickly. Please also tell us how we can contact you and provide those details e.g. phone, email or letter.

## What happens next?

An acknowledgement that the complaint has been received will be sent to you within 5 working days of receipt of the complaint.

Our senior staff will investigate the matter. They may contact you and discuss the enquiry to gain further information. Once that have completed the investigation, they will contact you within 20 days (of initial complaint) to discuss a resolution. Where it is not possible to respond within 20 working days due work plans of staff etc. the complainant will be fully informed of this and given a date they will receive their response.

If we need to make changes or improvements to our service we will do this as quickly as is practical and possible.

## What if I'm not happy with the resolution?

SNAP Cymru takes pride in the quality and standard of service delivered. Therefore, it is extremely important that you are satisfied with the delivery and provision of all information and help.

If you are still dissatisfied with the response provided by the Service Manager, you should inform Chief Executive Officer Amanda Daniels. The Chief Executive Officer will review the complaint, and the original investigation and further investigate (if required). A full written response will be provided to the complainant.

**Phone** - 02920 348990

**Email** – [amanda.daniels@snapcymru.org](mailto:amanda.daniels@snapcymru.org)

**In writing to** - Amanda Daniels

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Head Office  
10 Coopers Yard  
Curran Road  
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