



# Comments, Compliments and Complaints

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

*Office use only:*

Case Ref. No.

Date Received:

Date Reply Sent:

Please write your comments here and return to [headoffice@snapcymru.org](mailto: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 Ruth Phillips** (Service Manager) by:

- Phoning – **02920 348990**
- In writing to – **Ruth Phillips, Service Manager SNAP Cymru, Head Office, 10 Coopers Yard, Cardiff CF10 5NB**
- By email to – [ruth.phillips@snapcymru.org](mailto:ruth.phillips@snapcymru.org)

Should the complaint be about the Service Manager then the complaint should be marked for the attention of **Ms Amanda Daniels (Chief Executive Officer)** by:

- Phoning – **02920 348990**
- In writing to – **Ms A Daniels, SNAP Cymru Head Office, 10 Coopers Yard, Cardiff, CF10 5NB**
- By email to – [amanda.daniels@snapcymru.org](mailto:amanda.daniels@snapcymru.org)