

# Complaints Journey



Cymoedd i'r Arfordir  
Valleys to Coast



## We will **start** with...

- Listening
- Empathising
- Getting more information to understand
- Accepting



## We will

- Tell you who will be responsible
- Resolve where possible/identify the expert for any handover
- Investigate and seek answers
- Update you (regardless of progress)



## We will

- Communicate the outcome and why
- Communicate any thing that needs addressing
- Consider compensation
- Consider mediation
- Follow up to check on actions that have been taken



## We will

- Offer a way forward if you are not satisfied with the outcome
- Send you a copy of our complaints policy



**When you first make contact with us, we will always try to resolve your complaint there and then**