



**Tell us what
the problem is**



If your concerns are still not resolved, you can contact the Ombudsman

We will talk to you about your concerns and work with you to resolve them

Our complaints process

*Sometimes things go wrong.
If this happens, let us know.*



We will respond to you within 20 working days with the outcome

If we can't resolve your concern quickly, we will start a Stage 1 investigation

If you're unhappy with the response, you can move to Stage 2 of the process

We will contact you within 10 working days following our review



Contact Details of Complaints Team

Phone: 0800 1835757 (local rate)
01745 536801

Email: complaints@clwydalyn.co.uk

Write: 72 Ffordd William Morgan, St Asaph, Denbighshire, LL17 0JD

Portal: myclwydalyn