



Resident Support & Resolution

Our complaints process



Tell us what the problem is

We will listen to you, and start a Stage 1 complaint case investigation.

Should you remain unhappy with the Stage 2 outcome of your complaint, you can contact the Ombudsman for general complaints, or the Welsh Women's Aid for Violence against Women Centre of Excellence

We will talk to you about your concerns and work with you to resolve them as quickly as possible.

Resident Support & Resolution Team

Our complaints process

Sometimes things go wrong.
If this happens,
we want to know.

We will respond to you within 20 working days with the outcome. If we need longer to fully investigate the complaint, we will let you know

We will contact you within 10 working days with the outcome of the Stage 1 investigation.

If you are unhappy with your complaint response and wish to progress, or the investigation takes longer than 10 working days, your complaint will move to Stage 2 of the process.



To make a complaint?

Contact the Resident Support and Resolution Team

Write: V72 Ffordd William Morgan, St Asaph, LL17 0JD

Email: Resident.Resolution@clwydalyn.co.uk

Phone: 01745 538 369 • **Portal:** [myclwydalyn](https://myclwydalyn.co.uk)

For more information about our complaints process, please check out our Information Pack