



Live Fear Free Helpline
 0808 80 10 800

Llinell Gymorth
 Byw Heb Ofn



Cymorth i Ferched Cymru
 Welsh Women's Aid

Complaints, feedback & comments

We actively encourage feedback, as without it feedback it's harder to know for sure what we're doing right, and what we could do better.

We aim to provide high quality services across all of our projects and to promote equality and address discrimination and so your feedback, good or bad, is always welcome.

Looking after your personal information

All complaints made are treated confidentially and we will provide you with a privacy notice to let you know how we treat your data

How to provide feedback

If you're pleased with the service you've received from us, please email: info@welshwomensaid.org.uk or write to:
 HR and Business Support Manager, Welsh Women's Aid, Pendragon House, Caxton Place, Pentwyn, CF23 8XE.
 We'll make sure your comments are passed onto the person, team or service they relate to.

How to complain

If you're unhappy with the service you've received, you have a right to complain. If you contact us, we'll investigate promptly, and work with you to put things right as soon as possible. WWA will deal with all complaints fairly and transparently.

If you're a service user

- Your complaint can be dealt with formally or informally
- You can speak to your key worker or their manager to try and resolve the issue
- You can complain verbally or put your complaint in writing. We can help you do this.
- Email: HR@welshwomensaid.org.uk
- Write to WWA Director of Business Development and Operations, Welsh Women's Aid, Pendragon House, Caxton Place, Pentwyn, CF23 8XE.

- We will respond within 5 working days
- Someone more senior can review your complaint if you're not happy.

If you're a WWA member, other stakeholder, or individual

- You should put your complaint in writing:
- Email: HR@welshwomensaid.org.uk
- Or write to WWA Director of Business Development and Operations, Welsh Women's Aid, Pendragon House, Caxton Place, Pentwyn, CF23 8XE
- We will respond withing 5 working days
- Someone more senior can review your complaint if you're not happy.