

Complaint form



Fill in this form if you want us to help you with your complaint.

When you have filled in the form, you need to send it back to us along with copies of:

- anything you wrote down and sent to us about your complaint

and

- any answers we sent you back



This might be copies of:

- letters
- emails
- forms or other documents



Send everything back to us:



By post:

**Complaints Team
Carmarthenshire County Council
County Hall
Carmarthen
SA31 1JP**



By email:

complaints@carmarthenshire.gov.uk



Or you can phone us on:

01267 224488

Important things we need to know



If you are filling in this form for someone else, please tick this box.



You can tell us more information about the person in **Part B** of the form. You still need to fill in **Part A** about yourself.



What is the best way for us to contact you?

By phone

By post

By email



Do you need any support from us with letters or documents? For example, information in Welsh or large print.

Please tell us:

Part A. About you



Your name:



Your address:



Your phone number:



Your email address:

Part B. Filling in the form for someone else



This part is for if you are filling in the form for someone else who wants to make a complaint.



How do you know the person? You might be their child, husband, parent or carer:



Please tell us why the person cannot complain themselves:

If you are filling in this form for someone else, please tell us:



The name of the person you are filling it in for:

Their address:



Their phone number:



Their email address:

We need to know that the person is happy for you to:



- fill in this form for them
- speak to us for them
- see their personal information about this complaint



If they can, please ask the person to sign their name in this box:

Part C. About your complaint



What is the name of the service you are complaining about?

Please tell us about your complaint. This might include things like:



- what happened and what went wrong
- when it happened and where
- what the service did wrong
- who was involved

Tell us how the problem has affected you. This might be things like:



- how the problem made you feel
- if the problem has made things hard for you
- if you have had to change anything in your life because of the problem



Tell us what you would like to happen to put things right:



When did you first start to know about the problem?

This could be the same date that the problem happened or some time afterwards.



Have you already complained to the service?



Yes



No



I don't know



Tell us who you complained to:



Did they give you an answer about your complaint?



Yes



No



I don't know



If you ticked **yes**, please tell us what they said:



Sometimes we can help after 6 months. If you didn't tell anyone about the problem until after 6 months, tell us why:

Sign this form

If you are happy for us to look into your complaint, please fill in these boxes here:



Write your name here:



Sign your name here:



Write today's date here: