

Care & Repair Cardiff and the Vale – Concern / Complaint Form

Your name	
Your address	
Your telephone number	

If our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

Your requirements	
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About your concern / complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary)

Details of the service / person / contractor / matter that you are complaining about
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Details of your concern / complaint

Describe how you personally have suffered or have been affected

What do you think should be done to put things right?

When did you first become aware of the problem?

Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so

If it is more than 6 months since you became first aware of the problem, please give the reason why you have not complained before now

If you have any additional comments you would like to make or have any documents to support your concern / complaint, please attach them with this form.

Signature	
Date	

When you have completed this form, please send it to Care & Repair Cardiff and the Vale, Tolven Court, Dowlais Road, Cardiff, CF24 5LQ or email to careandrepair@crcv.org.uk