**How to make a Complaint**

We will aim to acknowledge your complaint within 3 days; we will then investigate the complaint and keep you updated about any changes that may occur. We will endeavour to make a full response within 20 days.

By emailing us at our complaints, comments and feedback service:

[**comments@mindaberystwyth.org**](mailto:comments@mindaberystwyth.org)

This will be checked on a twice weekly basis. Please endeavour to explain as much as you can about the situation in your email and how you wish to see it remedied.

You can write to us. Try to include as much information as possible about the issue, the consequences and the remedy sought. Address it to:

**Complaints, Comments & Feedback, Mind Aberystwyth, Riverside Terrace, Mill Street, Aberystwyth, Dyfed SY23 1JB**

If you do not feel confident enough to write the letter, a support worker can assist you.

Are you unhappy with our services or staff? First, you can contact us personally by telephone (**01970 626 225**) or by email **comments@mindaberystwyth.org**.

If you still aren’t happy that the matter has been resolved, you can make a ‘formal’ complaint in one of the following ways....

**We take complaints very seriously and will investigate all allegations.**