

A: Your details

Title	Mr / Mrs / Miss / Ms / other: please note
Surname:	
First names:	
Address and Post Code:	
E-mail:	
Home Telephone number	

How would you like us to contact you regarding this complaint?

Phone: E-mail Letter

Which language would you like us to use when contacting you?

Welsh English

If our usual way of dealing with complaints makes it difficult for you to submit your complaint, let us know and we can discuss how we might help you.

B: Making a complaint on behalf of someone else

If you are making a complaint on behalf of someone else please give their details in this section. Before taking forward the complaint we will need to receive confirmation that you are authorised to act on their behalf.

Title	Mr / Mrs / Miss / Ms / other: please note
Surname:	
First names:	
Address and Post Code:	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

Return this form to, Ada (Tai) Cyfyngedig Tŷ Coch, Parc Menai, Bangor, Gwynedd LL57 4BL or
enquiries@adra.co.uk

C: YOUR COMPLAINT (you can continue on a separate sheet if necessary and attach any relevant documents / evidence)

What Service are you complaining about?

What do you think they did wrong or failed to do?

How have you personally been affected or suffered?

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

When did you first become aware of the problem?

Have you told Adra about the complaint already? (A idea of when, to who, and how many times would be useful)

Signature:

Date:

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