

# Compliments, Complaints and Feedback

united  
welsh



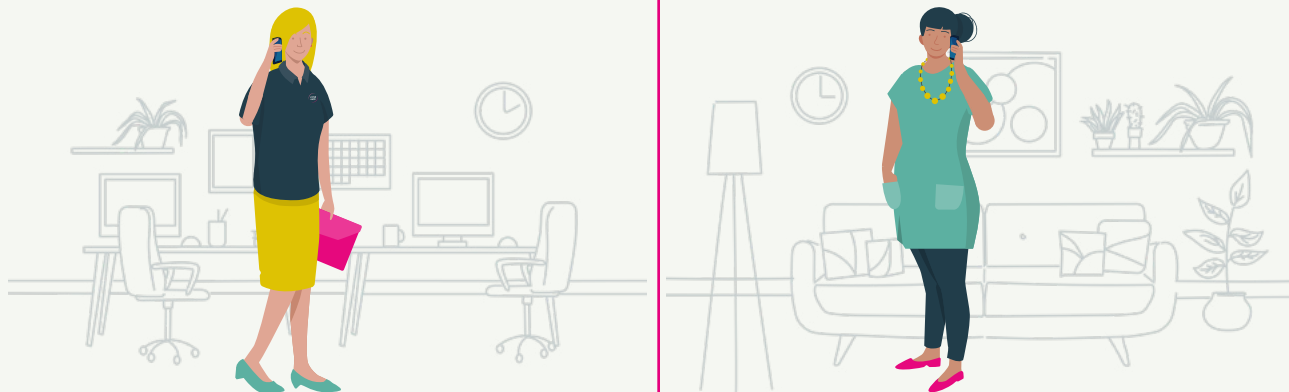
## Let's talk

We want to give you a great experience every time you contact us, but we know that sometimes this doesn't happen.

We use your feedback, positive or negative, to continually monitor and improve our services for the benefit of all our customers so we'd always rather know if we are getting something wrong. We will always try to solve your issue the first time you contact us.

If we can't, we will give you details about our next steps: how long it will take, what's involved and who's helping to get that resolution.

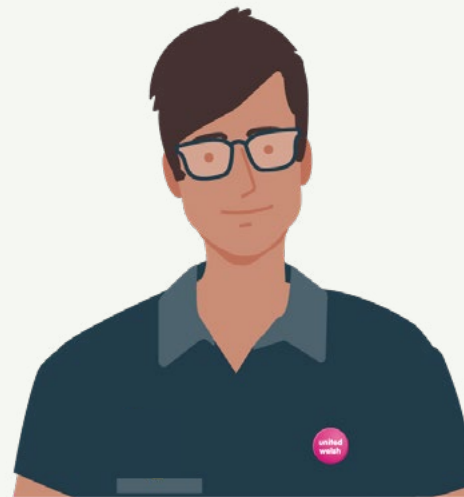
While we equip all staff to be able to help you reach a resolution with your complaint the first time you call us, we recognise that some complaints can be more complex or involve multiple areas across the business. We have a dedicated person to help resolve complaints like this. If your complaint is referred to them they will become your point of contact as they work towards a resolution for you.



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## We pledge to:

- Try to resolve your complaint at the first point of contact. If this is not possible we will answer you within 10 working days for Stage 1 complaints, or 20 working days for Stage 2 complaints.
- Let you know who is handling your complaint on your behalf
- Enable someone to act on your behalf if that is easier for you
- Let you know about the progress of your complaint. If we are unable to answer your complaint within the amount of time we promise to let you know
- Answer your complaint using whichever form of communication suits you best
- Admit when we've got it wrong and apologise
- Learn from any mistakes and make changes to make things better
- Let you know about your right to escalate your complaint within the United Welsh Group and / or complain to the Public Service Ombudsman for Wales



# Get in touch



You can contact us through webchat via [unitedwelsh.com](https://www.unitedwelsh.com), email us at [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com) or call us on 0330 159 6080.



# Complaints Process

