

# Compliments & Complaints

We always try our best to deliver excellent services which meet the needs of our tenants. If you think we've done a great job, or you feel a member of staff has gone the extra mile, then please tell us. You could do this by telephoning, sending a letter or an email directly to the person who has delivered the service, such as your local Housing Officer.

We also understand, however, that things can sometimes go wrong. If you are not happy with a service you have received you should contact the person who has provided the service, for example your local Housing Officer.

If you are still unhappy and feel you need to make a complaint then please report it to us. Complaints are very important as they can help us to see when there are faults in the way we do things and what we can do to improve.

You can make a complaint in the following ways:

- Fill out the form on our website at [www.caerphilly.gov.uk/complaints](http://www.caerphilly.gov.uk/complaints)
- Email us at [complaints@caerphilly.gov.uk](mailto:complaints@caerphilly.gov.uk)
- Write to the Corporate Complaints Officer: Mrs A Jones, Legal Department, Caerphilly CBC, Penallta House, Ystrad Mynach, CF82 7PG
- Telephone us on 01443 864221
- You can also request a form from the person you are already in contact with. Tell them that you want us to deal with your complaint formally