

**Safer Merthyr Tydfil** aims to improve quality of life by reducing crime and the fear of crime.

To achieve this aim, we operate various programmes of work including:

- Drive
- Domestic Abuse Resource Team (DART)
- Family Programme – for families affected by Domestic Abuse
- Comets & Rockets Domestic Abuse Children's Support
- IRIS
- Reconnect 50
- Youth Participation

Services are confidential and in most cases free.

Safer Merthyr Tydfil receives funding from a variety of sources in order to provide some of our services.

Safer Merthyr Tydfil aims to provide a high quality service to all our clients.

We welcome comments on the service we provide.

## **If you are unhappy with the service you have received...**

This leaflet details the procedure you should follow if you wish to make a complaint about the service you have received from Safer Merthyr Tydfil.

# How to make a complaint about our services

Complaints procedure for members of the public

Safer Merthyr Tydfil  
89-90 High Street  
Merthyr Tydfil  
CF47 8UH

Phone: 01685 353999  
Fax: 01685 353990  
Email: [jb@smt.org.uk](mailto:jb@smt.org.uk)

# SMT

*Supporting Safe and Confident Communities*  
*Cefnogi Cymunedau Diogel a Hyderus*

## **Our commitment to you...**

The aim of this procedure is to ensure that complaints are investigated fully and promptly, and dealt with frankly.

If you make a complaint, we will keep you informed at all stages.

This procedure applies to complaints from the public — not from volunteers, staff or trustees, to whom separate procedures are available.

## **Making a complaint about a Safer Merthyr Tydfil Service**

Your complaint should include your name and address and the nature of the complaint. You can write it or you can tell someone at the Safer Merthyr Tydfil office, who will record it for you. You will need to sign it.

Send it to the:

Deputy Chief Executive Officer  
Safer Merthyr Tydfil  
Voluntary Action Centre  
89-90 High Street  
Merthyr Tydfil  
CF47 8UH

Your complaint needs to reach us within three months of the incident you are complaining about.

## **Acknowledging the complaint**

All complaints will be acknowledged within seven working days of receipt of a signed complaint.

## **Investigating the complaint**

The Deputy Chief Executive Officer will ensure that your complaint is investigated and that you receive a response within one month.

If a complaint is against an individual, a written copy of the complaint will be made available to the person being complained about.

The Deputy Chief Executive Officer will inform the Chief Executive Officer and the Board of Trustees of any complaints received.

## **If unresolved**

If you are dissatisfied with the outcome, you should state the reasons in a letter to the Chief Executive Officer. He/she will consider your comments, determine whether further investigation is necessary and respond within one month.

## **Appeal**

If you are still dissatisfied you can appeal to the Board of Trustees by writing to:

The Chair  
Safer Merthyr Tydfil  
Voluntary Action Centre  
89-90 High Street  
Merthyr Tydfil  
CF47 8UH

The Board will obtain all the relevant correspondence from the Chief Executive Officer.

After investigation, you will receive a final decision response within one month.

The Board's decision is final.