



# Glynneath Town Council - Cyngor Tref Glynnedd

## Concern / Complaint Form

### A. Your details

<b>Surname:</b>	<b>First Name:</b>	<b>Title: Mr / Mrs / Miss / Ms Other:</b>
Address:  Postcode		
e-mail address:		
Daytime contact number:		

Please state by which of the above methods you would prefer us to contact you:

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The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in Section c. Please note that before taking forward the complaint, we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

### B. Your requirements

If our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so we can discuss how we might help you.

### C. Making a complaint on behalf of someone else: Their details

Their name in full:	
Address:  Postcode	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

## D. About your Concern / Complaint

(Please continue your answers to the following questions on a separate sheet(s) if necessary)

Name of the service you are complaining about:
What do you feel the Council did wrong, or failed to do?
Describe how you personally have suffered or have been affected:
What do you think should be done to put things right?
When did you first become aware of the problem?

Have you already put your concern to the Town Clerk? If so, please give brief details on how and when you did this:

If it is more than 6 months since you first became aware of the problem, please give the reason why you have not complained before now.

**If you have any documents to support your concern / complaint, please include them with this form.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**When you have completed this form, please send it to:**

Town Clerk  
Glynneath Town Council  
Bethania Community Centre  
High Street  
Glynneath  
SA11 5DA

**or**

[clerk@glynneathtowncouncil.gov.uk](mailto:clerk@glynneathtowncouncil.gov.uk)