Polisi Sylwadau a Chwynion / Comments and Complaints

Gorffennaf / July 2026

Introduction

Menter Iaith Sir Denbigh tries to put our audience first, improving the quality of our customer care and the offer to our customers and stakeholders.

We welcome any opinion about our service, whether positive or negative, and we will deal with complaints fairly following the process below.

Complaints

Menter Iaith Sir Ddinbych is committed to dealing effectively with any concerns or complaints from our audience. If any concern or complaint is raised, we will respond as below.

Note that internal complaints by members of Menter Iaith's staff will follow the process set out in the staff handbook.

In order to make a complaint, it will be necessary to send an official letter either by post to: Menter Iaith Sir Ddinbych, Y Farchnad Fenyn, Llain y Capel, Denbigh LL16 3TU or by e.mail to: menter@misirddinbych.cymru

The Complaints Procedure

1. Once a letter of complaint (e mail or post) from the 'individual' (the person who made the complaint or a representative of the organisation that has made the complaint) is received we will send a letter (e mail or post) to the individual acknowledging that we have received the complaint and stating our procedure. This will be processed within 3 working days of receiving the complaint.

2. We will investigate the complaint. This will usually mean passing the complaint on to the Chief Officer who will deal with the matter.

3. The Chief Officer, and possibly a member of the Menter Iaith Management Committee, will invite the individual to discuss and try to resolve the matter. This will be done within 14 working days of sending the acknowledgment letter.

4. A letter confirming what was discussed at the meeting will be sent to the individual within 3 working days of the meeting.

5. If the individual does not want to meet, or if it is not possible, a detailed written response will be sent to the individual responding to the complaint offering solutions within 21 working days of sending the acknowledgment letter.

6. If the individual is not satisfied with the solutions offered the individual should contact once again in order to arrange a meeting with someone within the company who is not connected to the matter to review the decision.

7. A letter stating the company's final decision relating to the complaint and specifying reasons will be sent to the individual within 14 days of receiving the individual's request for a review.

This policy has been approved by Menter Iaith's Management Committee at their meeting on:

_____

and signed on their behalf by:

Cadeirydd / Chair: Bethan Cartwright

Dyddiad / Date: Hydref / October 2025

Chief Officer: Ruth Williams

Date / dyddiad: Hydref / October 2026

Review date: Gorffennaf / July 2027

if there is no reason to review before then.