

# RAGLAN COMMUNITY COUNCIL

If you wish to complain, make an observation or compliment about the community council or comment on anything you can do so by:

- By email: [raglanclerk@aol.com](mailto:raglanclerk@aol.com)
- By completing and sending the feedback form to the address below
- By telephone: 01873 832 017
- By writing to us at:

Raglan Clerk  
TyNant,  
Old Trap Road,  
Gilwern,  
Monmouthshire  
NP7 0HW

If you have a complaint we will try to deal with it straight away. If the complaint is unable to be dealt with straight away we will:

- Send you an acknowledgement within 10 working days of receiving your complaint
- Tell you who is looking at your complaint
- Tell you when we will reply to your complaint

Please view our complaint, observation or compliment procedure

## **Public Services Ombudsman for Wales**

The Ombudsman will not normally look into your complaint until it has been through the Community Council's internal complaints procedure.

You can contact the Public Services Ombudsman for Wales:

1 Ffordd yr Hen Gae

Pencoed

Bridgend

CF35 5LJ

Telephone: 01656 641150

Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)  
[www.ombudsman-wales.org](http://www.ombudsman-wales.org)