



Llywodraeth Cymru
Welsh Government

GUIDANCE

Making a complaint about the Welsh Government: simple guide

Provides guidance about making a complaint about or providing feedback to the Welsh Government.

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The Welsh Government values your views and aims to make improvements based on the information and feedback we receive.

We welcome both positive and negative feedback.

When you can use the complaints process

The complaints policy allows us to consider complaints about our actions, including, for example:

- failing to provide a service we planned to provide or must provide by law;
- failing to provide a service to our standards;
- giving advice which is misleading or inadequate

We will not consider:

- complaints about a decision just because you do not agree with it
- complaints about government policy and legislation

Read further information in our full [complaints guidance](#).

How to make a complaint

We accept complaints in a number ways:

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Post

You can write a letter to us at the following address:

Complaints Advice Team
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Telephone

You can contact the Complaints Advice team on **03000 251378**.

E-mail

You can e-mail us at **complaints@gov.wales**.

Online form

You can use the **[online form](#)** on our GOV.WALES.

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