

# Domestic Violence

Reviewed April 2007

Here at Bro Myrddin Housing Association we always aim to provide a service we can be proud of and that you will appreciate.

This is one of a series of information leaflets explaining the standard of service you can expect to receive from us.



**We will provide general advice and support if you are experiencing domestic violence and put you in touch with other organisations who can help.**

## We will

- ✓ Offer a private interview with a member of staff. No appointment is necessary, although you may have to wait until an interview room is available, so that you can speak to someone in private.
- ✓ Offer same sex staff to give advice and conduct interviews.
- ✓ Keep everything you say confidential at all times.
- ✓ Provide support from our staff to enable you to consider your options.
- ✓ Offer fair treatment regardless of age, gender, ethnicity, disability or sexual orientation.
- ✓ Put you in touch with other organisations where appropriate, including providing you with telephone numbers.

# Domestic Violence (continued)

## Putting things right

We always try to provide the best service that we can. However, if you are not happy, please tell us.

You can do this by writing to us or by completing a Complaints Form. These are available from our office or can be downloaded from our Website

[www.bromyrdin.co.uk](http://www.bromyrdin.co.uk)

**Bro Myrddin Housing Association**

**Cillefwr Industrial Estate**

**Johnstown**

**Carmarthen SA31 3RB**

## Getting Help

A member of our Housing Team will be available to speak to you:

**Monday to Thursday 8.30am to 4.30pm  
and Friday 8.30am to 4.00pm**

**Tel. 01267 232714 Fax. 01267 238107**

**Email. [info@bromyrdin.co.uk](mailto:info@bromyrdin.co.uk)**

Or visit our website at

[www.bromyrdin.co.uk](http://www.bromyrdin.co.uk)



**This leaflet is available in Welsh and can be provided in large print, Braille, Moon, audio and other languages on request.**

 **Cymdeithas Tai Bro Myrddin**  
**Bro Myrddin Housing Association**

Bro Myrddin is a charitable Association registered under the Industrial & Provident Societies Act 1965 No. 23055R and with Housing for Wales No.L069



**Approved by Bro Myrddin  
Residents' Forum**