



# Tai Calon

## Community Housing

### **Compliments, Complaints and Concerns Policy**

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<b>Area Applicable</b>	All tenants
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## **1.0 Introduction**

1.1 Tai Calon Community Housing is committed to delivering a customer focused service and is committed to dealing with any concerns or complaints you may have about our service. We want to know if our customers are not happy with any aspect of our work or that of our contractors, or think we have failed to do something that should have been done.

1.2 Complaints are viewed as an opportunity to learn how to improve the services provided. We will correct mistakes as soon as possible and will ensure that improvements are made by learning from complaints.

## **2.0 What is a complaint**

2.1 A complaint is:

- an expression of dissatisfaction or concern about Tai Calon's action or lack of action, or
- is about the standard of service provided.

2.2 A complaint is not:

- an initial request for a service, such as reporting a repair
- an appeal against "a properly made" decision
- a report of anti social behaviour
- a means to seek change to legislation or a "properly made" policy decision.

## **3.0 Get in touch with us**

3.1 We'd love to hear your feedback; you can pass on your compliments, complaints or concerns through the following ways:

Phone: 0300 303 1717

E-mail: [talktous@taicalon.org](mailto:talktous@taicalon.org)

Website: [www.taicalon.org](http://www.taicalon.org)

Writing: Tai Calon Community Housing, Solis One, Griffin Lane, Rising Sun Industrial Estate, Blaina NP13 3JW.

In Person: Make an appointment with the Customer Service Supervisor

3.2 Assistance can be provided to help customers report a complaint. For example, this can include providing complaints information in a different language or format (including Braille, audio, large print etc.).

3.3 Normally we will only be able to look at your concerns if you tell us about them within 6 months.

## **4.0 How we deal with your complaints**

### **4.1 Informal Complaints**

If possible we believe it's best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you're dealing with. Staff will try to resolve the problem quickly in an informal way, and should resolve the complaint within five working days. If the member of staff can't help, they will explain why and you can then ask for a formal investigation.

### **4.2 Formal Complaints**

We will formally acknowledge your complaint in writing or via another suitable format within 2 working days of receipt. We will deal with your complaint in an open and honest way and we will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.

We will advise you who has been asked to investigate the complaint. If the complaint is straightforward the relevant Service Manager will look into it and respond. If it is more serious, we will ask the relevant Director to investigate the complaint. Where the complaint concerns a Director, it will initially be dealt with by the Chief Executive and if it concerns the Chief Executive, it will be dealt with by the Chair of the Board.

The person investigating your complaint will aim first to establish the facts. The extent of the investigation will depend on how complex and how serious the issues you have raised are. In some instances, we may ask to meet you to discuss your concerns. They will look at the relevant evidence. This could include files notes; letters; e-mails; telephone recordings; talking to staff and looking at policies.

If there is a simple solution to your complaint, we may ask you if you're happy to accept this. For example, where you have asked for a service and we see straight away that you should have had it; we will offer to provide the service rather than investigate.

We aim to resolve complaints as quickly as possible and will provide a full explanation and response within 20 working days of receipt. If the complaint is more complex or serious, it may take longer to investigate. If this is the case we will make contact to explain why it is taking longer to investigate and how long it will take. We will give regular updates on progress.

## 5.0 Outcome

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred method of communication. If we find we got it wrong, we'll tell you what and why it happened.

If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again.

If we get it wrong, we will always apologise.

## 6.0 The Ombudsman

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- have been treated unfairly or received a bad service through some failure on the part of the body providing it
- have been disadvantaged personally by a service failure or have been treated unfairly.

The Ombudsman expects concerns to be brought to our attention first to give a chance to put things right. The Ombudsman can be contacted by:

Phone: 0845 601 0987  
E-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)  
Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)  
Writing to: Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

## 7.0 Learning from complaints

7.1 We take your concerns and complaints seriously and try to learn from any mistakes we've made. We will let you know when changes we've promised have been made.

## 8.0 Compliments

8.1 Compliments help us to know when we've done things well, if we hear these good things then we can make sure we keep doing them and use these lessons in some of our other services. Most importantly they can really help make someone's day.

## **9.0 What if help is needed**

- 9.1 We will help you make your complaint known. If extra assistance is needed we will ensure that you can access someone who can help.
- 9.2 We will offer support and advocacy to any complainant. This support will be flexible to meet the individuals' needs and can be provided by a third party.

## **10.0 What we expect**

- 10.1 We believe that all complainants have the right to be heard, understood and respected and our staff have the same rights. We therefore expect you to be polite and courteous. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.
- 10.2 It is recognised that complainants may act out of character in times of trouble and distress. We do not view behaviour as unacceptable just because a complainant is forceful or determined.
- 10.3 We have a Policy on Dealing with Unreasonable or Actions and the actions of complainants who are aggressive, demanding or persistent may result in the use of this Policy.