

Policy Name: Concerns & Complaints Policy

Tai Calon Community Housing is committed to dealing effectively with any concerns or complaints you may have about our services. We aim to clarify any issues you may be unsure about. If possible, we'll put right any mistakes we may have made. We will provide any service you're entitled to which we have failed to deliver. If we did something wrong, we'll apologise and, where possible, try to put things right for you. We aim to learn from our mistakes and use the information we gain from complaints to improve our services.

Our Policy Promise

What we'll do	What this means for you
We will provide this policy in a different way if you need it. It can be in big letters or in another language, like Welsh.	You get it just the way you need it.
We make our policies easy to follow by splitting them into two parts; what we'll do and what this means for you.	This helps you understand the service we offer.
We will follow our Vulnerable Customer Policy for helping customers who need extra care.	You will get the help you need to report repairs and take care of your home.

What is a complaint?

A complaint is:

- An expression of dissatisfaction or concern.
- Written or spoken or made by any other communication method.

- Made by one or more members of the public (someone or a group in receipt of or denied as service which they are entitled by the service provider.
- About a public service provider's action or lack of action or the standard of service provided.
- Something which requires a response.

A complaint is not:

- An initial request for a service, such as reporting a repair.
- An appeal against a 'properly made' decision.
- A means to seek change to legislation or a 'properly made' decision (when laws or policies have been correctly applied, e.g. the setting of rent payments)

When to use this policy

When you express your concerns or complain to us, we will usually respond in the way we explain below. Sometimes, you might be concerned about matters that are not covered by this policy (e.g. a compensation claim) and we will then advise you about how to make your concerns known.

This policy does not apply to 'Freedom of Information' or data access issues. Please contact our Head of Corporate Services via talktous@taicalon.org.

Asking us to provide a service

If you are approaching us to request a service, (e.g. reporting a repair or requesting an appointment) this policy doesn't apply. If you make a request for a service and then are not happy with our response, you will be able to make your concern known as we describe below.

Informal Resolution (Stage 1)

If you have a concern, you can raise it directly with the person you're dealing with or through our Customer Services team using any of our contact channels.

You can also share your feedback and rate your experience at any time by completing our Listening Post survey

<https://survey.taicalon.org/s3/Listening-Post?V1=Concern> or by responding to the satisfaction surveys we send via text or email after a service.

Please note: any score of **1** will be treated as a Stage 1 complaint, ensuring your concerns are addressed promptly and appropriately.

What we'll do	What this means for you
If possible, we believe it's best to deal with things straight away.	If you have a concern, please raise it with the person you're dealing with. They will try to resolve it for you there and then. If the member of staff can't help, they will explain why, and you can then ask for a formal investigation.
If you give us a score of 1 , we will contact you to discuss the matter in more detail and work with you to resolve any concerns.	Your feedback helps us improve, and we take low scores seriously. Treating a score of 1 as a Stage 1 complaint means your issue will be handled promptly and fairly. You also have the right to withdraw your complaint at any time if you choose.
We will deal with Stage 1 complaints within 10 working days .	If it is not possible to resolve your concern within this timescale, then the matter will be escalated to Stage 2 the formal investigation stage.

How to express concern or complain formally

You can express your concern in any of the following ways:

- Use the form on our website www.taicalon.org [Complaint Form](#)
- Call us on 0300 303 1717
- Email us at talktous@taicalon.org
- Write to us at Tai Calon Community Housing, Solis One, Griffin Lane, Rising Sun Industrial Estate, Blaina NP13 3JW.
- Make an appointment with one of our Customer Service Team Leaders.
- Message us on Facebook at www.facebook.com/taicalon or WhatsApp using the 0300 303 1717 number.

Formal Investigation (Stage 2)

What we'll do	What this means for you
We will formally acknowledge your concern within 2 working days of receipt.	We will let you know how we intend to deal with it.
We will ask you to tell us how you would like us to communicate with you and establish whether you have any requirements.	For example, if you need documents in a different language or large type.
We will deal with your concern in an open and honest way.	We will be honest with you and tell you what is happening.
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 promise that speaking up or making a complaint won't change how we treat you, you'll still get the same help and respect as before.
We will aim to resolve your concerns as quickly as possible and expect to deal with most within 20 working days .	If your complaint is complex, we'll explain why it may take longer, tell you how long we expect it to take, and keep you updated if anything changes.

Normally, we will only be able to look at your concerns if you tell us about them within 6 months. This is because it is better to investigate your concerns while the issues are still fresh in everyone's mind.

In exceptional cases we may look at concerns which are brought to our attention later than this. However, you will need to explain why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. In any event we will not consider concerns about matters that took place more than three years ago.

Investigation

What we'll do	What this means for you
We will tell you who we have asked to investigate your concerns.	If your concern is straightforward, we'll usually ask somebody from the relevant service area to investigate 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. In certain cases, we may appoint an independent investigator.
We will set out our understanding of your concerns and ask you to confirm that we are right. We'll also ask you to tell us what outcome you're hoping for.	Your concern won't be misunderstood or handled incorrectly.
If there is a simple solution to your problem, 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.
The person who is investigating your concerns will firstly aim to establish the facts. The extent of the investigation will depend upon how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.	In some instances, we may ask to meet with you to discuss your concerns. Occasionally, we might suggest mediation or another method to try to resolve disputes.
We'll look at relevant evidence. This could include information you have provided, our case files, notes of conversations, letters, emails or whatever may be relevant to your particular concern. If necessary, we'll talk to the staff or others involved and look at our policies, any legal entitlement and guidance.	We'll check all the important information.

What if there is more than one body involved

If your complaint covers more than one body (e.g. Housing Association and Council) we will usually work with them to decide who should take the lead in dealing with your concerns. You will then be given the name of the person responsible for communicating with you while we consider your complaint. If the complaint is about a body working on our behalf (e.g. repair contractors), you may wish to raise the matter informally with them first. However, if you want to express your concern or complaint formally, we will investigate this ourselves and respond to you.

Outcome

What we'll do	What this means for you
If we formally investigate your concerns, we will let you know what we find. If necessary, we will produce a report.	We'll explain how and why we came to our conclusions.
If we find that we made a mistake, we'll tell you what happened and why.	If we make a mistake, we will always apologise for it.
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.	We'll keep you posted on big changes to our systems.

Putting things right

If we didn't provide you with a service you should have had, we'll aim to provide it now, if that's possible. If we didn't do something well, we'll aim to put it right. If you have lost out because of a mistake on our part, we'll try to put you back in the position you would have been in if we'd done things properly.

If you had to pay for a service yourself, when we should have provided it for you, we will try to refund the cost.

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 our part.

- Have been disadvantaged personally by a service failure or have been treated unfairly.

The Ombudsman normally expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

- Phone: 0300 790 0203
- The website: www.ombudsman.wales
- Writing to: Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

There are also other organisations that consider complaints. For example, the Welsh Language Commissioner's Office deals with complaints about services in Welsh. We can advise you about such organisations.

Learning lessons

We take your concerns and complaints seriously and try to learn from any mistakes we've made. Our Leadership team, Homes & Communities Committee and our Board consider a summary of all complaints quarterly and is made aware of all serious complaints.

We share summary (anonymised) information on complaints received and complaints outcomes with the Ombudsman as part of our commitment to accountability and learning from complaints.

Where there is a need for significant change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it. We will let you know when changes we've promised have been made.

What if you need help?

Our staff will aim to help you make your concerns known to us. If you need extra assistance, we will try to put you in touch with someone who can help. You may wish to contact:

- Shelter Cymru: 08000 495 495
[Housing advice - Shelter Cymru](#)
- Age Cymru: 0300 303 44 98
[Age Cymru on Facebook](#)
[Age Cymru on X](#)
- Citizens Advice: 0800 702 2020

What we expect from you

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We therefore expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We have a separate policy to manage situations when we find that someone's actions are unacceptable.

Review

We will review this policy either when necessary or every 3 years. During any review, we will consider customer feedback and any changes in regulatory guidance and best practices.

Chief Executive/Director Approval:



Board Approval Date: 08 December 2025

Date of next review: 08 December 2028

Visit our offices or write to us at:

Tai Calon Community Housing, Solis One,
Rising Sun Industrial Estate, Blaina, Blaenau
Gwent NP13 3JW

Email us: talktous@taicalon.org

Phone: 0300 303 1717

Find us on the web at: www.taicalon.org.