



Tai Ceredigion Cyf

Better homes, brighter future

Comments, Compliments and Complaints Policy

Approval Date: 6th December 2013

Review Date: December 2016

1.0 COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY

1.1 Purpose

Tai Ceredigion is committed to providing good quality services that you want and we want to hear your comments and suggestions on how services can be improved and to know what we are doing well.

Sometimes services don't meet your expectations and when this happens, we need to know about it. We view a complaint as an expression of dissatisfaction and this may be due to something we have or haven't done, or by someone employed on our behalf such as a contractor.

You can also compliment us when we have done something well, this may be about a service you have received, or how helpful a member of staff has been to you.

Tai Ceredigion values your comments and your feedback and wants to show you that we listen, that we learn from our mistakes and that we always try to improve our services.

1.2 Who can contact us?

A comment, compliment or complaint can be made by an individual, by a group of people or an organisation that is affected by an action or a failure to act by Tai Ceredigion.

A person who has a comment, compliment or complaint can also ask a representative to contact us on their behalf.

1.3 Making a Compliment, Comment or Complaint

If you would like to make a comment, pay a compliment or make a complaint, you can do so in the following ways:

By letter / email: post@taiceredigion.org.uk

Tai Ceredigion Cyf
Unit 4, Pont Steffan Business Park
Station Terrace
Lampeter
Ceredigion
SA48 7HH

By phone: 0345 6067654

1.4 Anti-Social Behaviour

If you are experiencing anti-social behaviour, you should contact your Housing Advisor who will be able to advise you further about what action we can take.

2.0 Making a Complaint

First Stage

Our aim is to resolve most complaints as soon as possible and receipt of your complaint will be acknowledged within 5 working days by post or email and responded to within 10 working days. If we are unable to resolve your complaint within the ten working days then we will contact you to explain what steps are being taken and when you can expect to have a full response.

First stage Complaints will be investigated by the department Manager responsible for the area of service which is the subject of the complaint. In any instance where the departmental Manager is the subject of complaint then the Director of Service will undertake the investigation.

If you disagree with the response, you can ask for your complaint to be considered as a stage 2 complaint within fourteen days of receiving the response.

Second Stage

If your complaint has not been resolved at the first stage, then it will be considered by a Director of Service as a second stage complaint. We will keep trying to resolve your complaint while this process continues and you should receive a response within ten working days of the date that the referral is made to the Director.

If you disagree with the response you receive from the Director of Service, you can ask for your complaint to be considered by the Chief Executive within twenty days of receiving the response. This will then form the third stage.

In cases where the first stage investigation has been carried out by a Director of Service, then the second stage investigation will be carried out by another Director within Tai Ceredigion.

Third Stage

The Chief Executive will investigate your complaint and review the investigation carried out and may ask to meet with you at this stage. If appropriate you may be offered mediation.

Once the investigation is complete you will be sent a letter telling you of the findings of the Chief Executive. This will usually be within twenty working days, however, if further time is required to complete the investigation, you will be contacted to confirm a revised timescale.

The outcome of the investigation will be reported to the Board for monitoring purposes.

Fourth Stage

If you are still not happy with the outcome, you have the right to contact the Public Service Ombudsman for Wales. However to do this, you will be expected to have followed our complaints procedure first.

3.0 What we will do to resolve any complaint

Tai Ceredigion will always try and resolve your complaint as quickly as possible, and by the member of staff normally responsible for providing that service. We will listen carefully to your complaint and carry out a thorough investigation.

When the investigation has been completed, it may result in an apology, or an explanation and in some cases could result in a review of an existing policy or procedure, or in providing staff training.

1.7 Links to other policies / documents

Compensation Policy
Antisocial Behaviour Policy

1.8 Review:

This policy will be reviewed by the Board as a minimum every three years and every time there is a change in legislation or regulatory requirement.

1.9 Approvals:

Date discussed by Tenants' Monitoring Group: 8th October 2013

Date approved by the Board: 6th December 2013

Date for review of the policy: 6th December 2014

Responsible post: Senior Management