

Complaints and Compliments

Tell us about it

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 you 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.

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

Making a complaint

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
- Website:** 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



Whichever way you choose to make your views known, we will handle 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.

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

If tenants wish to make a complaint on behalf of somebody else, we will need the tenant's permission.

Complaints and Compliments

What is a complaint?

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.

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.

How we deal with your complaints

Informal Complaint

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.

Formal Complaint

We will formally acknowledge your complaint in writing or via another suitable format within 2 working days of receipt and tell you who is dealing with your complaint.

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.



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If you are still not satisfied

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 us a chance to put things right. The Ombudsman can be contacted by:

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

If you would like this booklet on audio CD, in Braille, in large print, in an alternative language or in a format you can read on a PC please contact us.

We also want to hear when we have done a good job !!

Compliments

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.

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