



Concerns and Complaints Policy

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THIS DOCUMENT APPLIES TO:

Employees of Cynon Taf Community Housing (2007) Ltd and Down to Zero.

Cwm Taf Care & Repair Ltd have a standalone complaints policy.

Any person wishing to make a complaint about the service provision of Cynon Taf Community Housing (2007) Ltd or Down to Zero.

THIS POLICY CROSS REFERENCES TO:

- Unacceptable Behavior Policy
- Equality Diversity Inclusion Policy

DEFINITIONS:

Complaint - A complaint is any oral or written expression of dissatisfaction, whether justified or not, from a person about the inadequate provision of, or failure to provide, a service. A complainant has suffered (or may suffer) physical, material, or non-material damage, distress, or inconvenience.

Complainant – The person making a complaint or making a complaint on behalf of someone else.

Service Request - specific inquiry, demand, or need expressed by a customer to a company or its representatives. It is direct communication from a customer seeking assistance, information, or resolution related to a product, service, or overall experience.

Concerns and Complaints Policy

Introduction and Scope

Cynon Taf Community Housing Group is committed to dealing effectively with any concerns or complaints you may have about our service. We aim to clarify any issues about which you are not sure. 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 got something wrong, we'll apologise and where possible we'll try to put things right for you. We also aim to learn from our mistakes and use the information we gain to improve our services.

When to use this policy

When you express your concerns or complain to us, we will usually respond in the way we explain below. However, sometimes you may have a statutory right of appeal (e.g. for rent increases you have a right to appeal to a Rent Assessment Committee) so, rather than investigate your concern, we will explain to you how you can appeal. Sometimes, you might be concerned about matters that are not covered by this policy and we will then advise you about how to make your concerns known.

This policy does not apply to 'Freedom of Information', Subject Access Requests or data access issues. If your concern relates to this, please contact us at dataprotection@cynon-taf.org.uk or call us on 0345 2602633 and request to speak to our Data Protection Officer.

If you are unsure, we are able to advise on the type and scope of complaints that we can consider.

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

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 there are any lessons to learn from addressing your concern, then the member of staff will draw them to our attention. If the member of staff can't help, they will explain why and you can then ask for a formal investigation.

How to express concern or complain formally

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

- You can ask for a copy of our form from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally.
- Get in touch with our central complaint contact point on 0345 2602633 if you want to make your complaint over the phone.
- You can use the contact form on our website at <https://cynnon-taf.org.uk>
- You can e-mail us at concerns@cynnon-taf.org.uk
- You can write a letter to us at the following address
Unit 4, Navigation Park, Abercynon, MOUNTAIN ASH, CF45 4SN

We aim to have concern and complaint forms available at all of our service outlets and public areas and also at appropriate locations in the community.

Copies of this policy and the complaint form are available at request in Welsh and as audio or large print.

Dealing with your concern

- We will formally acknowledge your concern within 5 working days and 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 particular requirements – for example, if you need documents in large type.
- We will deal with your concern in an open and honest way.
- 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.

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

We may exceptionally be able to look at concerns which are brought to our attention later than this. However, you will have to be able 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, regardless of the circumstances, we will not consider any concerns about matters that took place more than three years ago.

If you're expressing a concern on behalf of somebody else, we'll need their agreement to you acting on their behalf.

What if there is more than one body involved?

If your complaint covers more than one body (e.g. with the Local Authority re noise nuisance) we will usually work with them to decide who should take a 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 look into this ourselves and respond to you.

Investigation

We will tell you who we have asked to look into your concern or complaint. If your concern is straightforward, we'll usually ask somebody from the relevant service area to look into it and get back to you. If it is more serious, we may use someone from elsewhere in the Group or in certain cases we may appoint an independent investigator.

We will set out to you our understanding of your concerns and ask you to confirm that we've got it right. We'll also ask you to tell us what outcome you're hoping for. The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don't want this to happen, it's important that you tell us.

If there is a simple solution to your problem, we may ask you if you're happy to accept this. For example, where you 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 and produce a report.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 20 working days. If your complaint is more complex, we will:

- let you know within this time why we think it may take longer to investigate.
- tell you how long we expect it to take.
- let you know where we have reached with the investigation, and
- give you regular updates, including telling you whether any developments might change our original estimate.

The person who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on 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 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 files, notes of conversations, letters, e-mails 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 and any legal entitlement and guidance.

Outcome

If we formally investigate your complaint, 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 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 got it wrong, we will always apologise for it.

Putting Things Right

If we didn't provide 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 as a result 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 you should have provided it for you, we will usually aim to make good what you have lost.

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 service provider
- 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
- e-mail: ask@ombudsman.wales
- 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.

If your complaint relates to unsatisfactory advice given by the Money Matters Team then you may refer it to the Financial Ombudsman Service.

- phone: 0800 023 4 567 or 0300 123 9 123
- e-mail: complaint.info@financial-ombudsman.org.uk
- the website: www.financial-ombudsman.org.uk
- writing to: The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Learning lessons

We take your concerns and complaints seriously and try to learn from any mistakes we've made. Our senior management team considers a summary of all complaints quarterly as well as details of any serious complaints. Our Governance Committee and Board also considers our response to complaints at least twice a year. 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 or the Citizens Advice Bureau who may be able to assist you.

You can also use this concerns and complaints policy if you are under the age of 18. If you need help, you can speak to someone on the Meic Helpline:

- Phone 0808 802 3456
- Website www.meiccymru.org

or contact the Children's Commissioner for Wales. Contact details are:

- Phone 0808 801 1000

- Email post@childcomwales.org.uk
- Website www.childcomwales.org.uk

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 where we find that someone's actions are unacceptable.

Concern/Complaint Form

Please Note: The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in Section B.

A. Your Details:

| | | |
|------------------------------|-------------|---|
| Surname | Forename(s) | Title: Mr/Mrs/Miss/Ms/ if other please state: |
| Address and Postcode | | |
| Your email address: | | |
| Daytime contact phone number | | |

Please state how you would prefer us to contact you:

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

B. Making a complaint on behalf of someone else: Their details:

Please note: We have to be satisfied that you have the authority to act on behalf of the person who has experienced the problem.

| | |
|---|--|
| Their Name in full | |
| Address and Postcode | |
| What is your relationship to them? | |
| Why are you making a complaint on their behalf? | |

C: About your concern/complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary)

- C.1 Name of the department/section/service you are complaining about:
- C.2 What do you think they did wrong, or failed to do?
- C.3 Describe how you personally have suffered or have been affected:
- C.4 What do you think should be done to put things right?
- C.5 When did you first become aware of the problem?
- C.6 Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so:
- C.7 If it is more than 6 months since you became first aware of the problem, please say why you have not complained before now:

If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to:

*Resources Team
Cynon Taf Community Housing Group
Unit 4
Navigation Park
Abercynon
MOUNTAIN ASH
CF45 4SN*