

# Customer Feedback Policy



**“If you contact us for any reason, or you are affected by anything we do, you are one of our customers”**

## **Compliments, Comments, Complaints**

We want to provide good quality services for all our customers but things can go wrong. If they do we need to know so that we can put them right, learn from them and improve

We value feedback about our services and recognise the right of our customers to make a complaint about them. Feedback will be used to improve our services and help us focus on the needs of our customers

Of course, we are always very pleased to hear from customers who would like to tell us about the great service that they had from Tai Cymdogaeth, or have a suggestion about something we could do better

## **You can provide feedback:**

- ❑ by using our **Customer Feedback Line 01792 488140** to speak to our **Customer Feedback Officer**
- ❑ by completing a **Customer Feedback Form**
- ❑ by completing a **Customer Feedback Form online** – an all day, everyday service available through our website: [www.cymdogaeth.com](http://www.cymdogaeth.com)
- ❑ in person to a member of staff
- ❑ by letter
- ❑ by fax
- ❑ by e mail

## **Our Customer Feedback Scheme is publicised:**

- ❑ on our website: : [www.cymdogaeth.com](http://www.cymdogaeth.com)
- ❑ in our Service Information Leaflets and publications, including our Tenant Information Pack and News ‘n’ Views Magazine
- ❑ in our Reception areas

## Compliments

Compliments tell us when we have got things right and a service has been delivered really well. Compliments will be acknowledged, recorded and passed to the Chief Executive of Tai Cymdogaeth who will thank the member of staff for providing an excellent customer service

## Comments

When a customer suggests ways in which we can improve our delivery of a service, these comments will be acknowledged and recorded. The customer will be told how we implement the suggestion, that we will look into it further or why we are unable to implement the suggestion

## Complaints

A complaint is an expression of dissatisfaction, whether justified or not, about our services

Complaints that will be dealt with through our **Customer Feedback Scheme** are:

### Complaints about the way we provide services

These are usually specific complaints about our standard of service or a lack of action on our part, highlighting oversights or mistakes that we may have made

For example, if you have requested a service - a home visit or a repair - but not received it or it was of poor quality

### Complaints about the services we provide or fail to provide

These complaints are often about dissatisfaction with Tai Cymdogaeth's policies

For example, if you thought we should provide a service that we don't already provide or that we should stop providing a service that we currently give you). These can take longer to resolve

### Complaints about staff attitude

Tai Cymdogaeth staff are highly trained in all aspects of service delivery. We therefore take complaints about staff attitude, unfair or unjust treatment very seriously and we investigate all allegations. We will try to see both sides of these complaints and reach a satisfactory solution

A complaint could include one or more of the following:

- ❑ **Delay** in providing a service
- ❑ **Failure** or **refusal to provide** a service
- ❑ Providing a **poor quality** service or making a mistake
- ❑ Providing an **inappropriate** service
- ❑ **Removing** or withdrawing a service
- ❑ Charging an inappropriate **cost** for a service
- ❑ An **employee's/contractor's behaviour** causes upset
- ❑ A **policy** unreasonably disadvantages a customer
- ❑ **Discrimination** against a customer
- ❑ Inability to **access** a service

**Some complaints will be dealt with in other ways:**

Our specialist **Tenancy Management Team** will deal with complaints about:

- ❑ neighbours
- ❑ noise and children playing
- ❑ parking
- ❑ animals
- ❑ rubbish
- ❑ abandoned
- ❑ estate problems

To contact them, you can:

- ❑ telephone **01792 646626** and ask to speak to the **Tenancy Management Team Duty Officer**
- ❑ complete an online **Neighbour Nuisance Report**, which you can find in the **Tenants Zone** of our website: [www.cymdogaeth.com](http://www.cymdogaeth.com)

If your complaint is about **Home Care**, received from an employee of **Tai Cymdogaeth Extra Care**, you can contact:

Care Standards Inspectorate for Wales (CSIW)  
Unit C, Phase 3  
Towy Business Village  
Phoenix Way  
Swansea Enterprise Park  
Swansea  
SA7 9LA

- ❑ by telephone: **01792 310420**
- ❑ on their website: [www.wales.gov.uk/csiw](http://www.wales.gov.uk/csiw)

## How we deal with a complaint

### Step 1 - Service Investigation

We undertake to resolve all complaints within 25 working days. A straightforward complaint will take less time to resolve than one that is more complex. We will:

- acknowledge receipt of your complaint within 3 working days
- keep you informed throughout the investigation, by a method of your choice. For example; letter, telephone, e mail, text message, fax
- write to you to confirm the action taken to resolve the complaint
- send you a **Customer Satisfaction Form**, so that you can tell us what you thought about how your complaint was handled

At this point, **if you feel that your complaint has not been settled satisfactorily**, you have the following options:

- **Option 1:**

### Step 2 - Independent Review

You can ask for an independent review by an Appeal Panel, made up of Board members and senior staff from other parts of Gwalia Housing Group

- you must let us know within 7 working days

### Step 3 - Public Services Ombudsman for Wales

If, after Step 2, you remain unhappy you have the right of appeal to the Public Services Ombudsman for Wales. This is a free service and it is independent and impartial. You can obtain advice and information by contacting:

Public Services Ombudsman for Wales  
Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ

Telephone Enquiry: 0845 601 0987 (Charged at a local call rate)  
Fax: 01656 641199  
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)

The Ombudsman normally expects you to register your complaint within twelve months of becoming aware of the problem

## ❑ **Option 2:**

You can go straight to **Step 3** and contact the Public Services Ombudsman for Wales

The Ombudsman will investigate once he is satisfied that:

- a) the matter has been brought to attention of Tai Cymdogaeth
- b) Tai Cymdogaeth has been given a reasonable opportunity to investigate and respond to it

## **Learning from Customer Feedback**

All feedback from the public will be reviewed to see what we can learn about improving our services. Senior Managers and staff will make improvements based on this feedback wherever possible

Tai Cymdogaeth will monitor trends and performance in service delivery through customer feedback and report regularly to our Resident Partnership and our Board of Management

We will publicise our performance:

- ❑ on our website: : [www.cymdogaeth.com](http://www.cymdogaeth.com)
- ❑ in our News 'n' Views Magazine
- ❑ in our Tenants Annual Report
- ❑ in our Reception areas

## **Compensation**

- ❑ If we fail to respond within 25 working days, you will receive compensation of £10.00
- ❑ Where mal-administration of the Complaint has occurred, an appropriate level of compensation will be paid

In some cases a Complaint can lead to a Compensation claim. The claim will be dealt with under the Compensation System

For more information, see our [Compensation Policy](#)

## **How do we make sure that everyone is treated fairly?**

We want to make sure that everyone can use to the [Customer Feedback Scheme](#) and that we treat you fairly when you do. To help us do this we ask you to tell us your sex, ethnic origin and if you are disabled. These questions are on the [Customer Feedback Form](#)

The information you give is **confidential**. We only use it to check that we treat all groups of people fairly and we do not discriminate against you

We will also:

- make sure that interpreters are available when needed
- communicate with customers in the language of their choice and using the method of their choice
- train our staff to be sensitive to the needs of people from different cultures and communities
- treat people with respect and be open to ideas about how we can make access easier

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