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**Compliments & Complaints**

**Information Pack**

**2022 - 2025**

Together to Beat Poverty

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1. **Overview of Complaints**

**Our Commitment to You:**

People will find it easy to complain and get things put right when the service they receive is not good enough.

**ClwydAlyn**

is committed to dealing well with any concerns or complaints you may have about our services. We aim to make clear any issues you are not sure about. We will provide any service you are entitled to which we have failed to deliver. If we get something wrong, we will apologise and where possible try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services. ClwydAlyn welcomes complaints as an opportunity to scrutinise and improve performance.

**When to use this Pack**

When you tell us of your concerns or complain to us, we will respond in the way explained in the Pack. However, sometimes you may have a statutory right of appeal. If this is the case, rather than investigate your concern we will explain to you how you can appeal. Sometimes you might be concerned about matters that are not decided by us, such as with Care Homes. In these instances, we will advise you about how to make your concerns known. This pack does not apply if the matter relates to a Data Protection or insurance issue. In these circumstances, contact should be made directly to ClwydAlyn’s Data Protection Officer or Insurance Officer. The Complaints Team can help you with this.

**Have you asked us yet?**

If you are approaching us about a service for the first time (e.g. reporting a faulty boiler, requesting an appointment etc) then this does not form a complaint yet. You should first give us a chance to respond and put right. If you remain unhappy with our response, then get in touch with the Complaints Team and we can help you proceed with your complaint.

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| **What is not a complaint?** |
| A request for information or explanation. |
| Policies or procedures that come under separate appeals procedures. |
| Insurance claims, including personal injury. |
| A complaint which the Ombudsman has already investigated and decided on. |
| A first request for a service. |
| Complaints that are already in court, have been heard in court or in a tribunal. |

1. **Making a compliment**

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If you would like to compliment us on a service you have received, or the positive way you have been treated by a member of staff, please tell the staff member or their Manager. Your compliment will be recorded, and the information shared. You can also contact the Complaints Team by emailing or telephoning us and we will record your compliment and pass it on.

Throughout the various schemes/offices of ClwydAlyn, we have cards available which can be completed and returned to us – recognising the good work of our staff. Alternatively, we can send a card out to you – just let us know. All positive feedback is relayed to the Officer in question, their Line Manager and the Executive Leadership Team. They are all highly valued as they serve to improve both performance and staff morale.

1. **Definition of a complaint**

A complaint can be defined as someone who is unhappy with the service they have received. A formal complaint can be about the standard of the service, not carrying it out well, or dissatisfaction with the way in which a member of staff has dealt with the problem.

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| **What is a complaint?** |
| Where there has been delays in responding to your enquiries and requests. |
| Where there has been a failure to provide a service or it is not of an acceptable standard. |
| Where there has been a failure to carry out a repair within the designated timescale. |
| Where there has been a refusal to give advice or answer a question. |
| Where you have experienced poor treatment or attitude from a staff member. |
| Where we have failed to follow proper procedure. |

1. **Dealing with your complaint**

* We will formally acknowledge your concern within 5 working days. If we can resolve your complaint quickly and informally by the appropriate Officer to your satisfaction, without having to enter the formal complaints process, we will let you know.
* We will ask you to tell us how you would like us to communicate with you and check whether you have any other requirements.
* 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.
* We will let you know the outcome of the complaint you have raised, and any service improvements made as a result.

**5. At a glance………. the different stages of a complaint**

**Complaint received by email,**

**telephone, website, in writing or in person**

**Informal Resolution**

We will try, with your agreement, to see if we can sort the matter out straight away by the appropriate Officer.

**Stage 2**

**Formal Investigation**

If appropriate, your complaint may start direct at Stage 2, or if you are not satisfied with the Stage 1 response, it can be progressed to Stage 2 .

**Stage 1**

**Formal Investigation**

If an immediate fix is not possible, complaint processed to Stage 1 and passed to an Investigating Officer.

You will receive a response to your complaint within 20 working days.

If your complaint is particularly complicated, it may mean that an extension to this time will be needed. If so, we will let you know as soon as possible.

You will receive a response to your complaint within 10 working days.

If your complaint is particularly complicated, it may take longer or need to be investigated direct at Stage 2. If this is the case, we will let you know.

Right to contact the Public Services Ombudsman for Wales

Agreed outcome reached?

Progress complaint to Stage 2

Agreed outcome reached?

**No**

**No**

**Yes**

**Yes**

**Close complaint**

**and**

**Record Outcome**

**Close complaint**

**and**

**Record Outcome**

1. **Timescales for making a complaint**

Normally we will only look at your concerns if you tell us about them within 12 months. This is because it is better to look into your concerns whilst the issue is still fresh in everyone’s mind. In exceptional cases we may be able to look outside of this timeframe, but you would have to provide us with strong reasons for us to do so. However, we will not consider any concerns that took place more than 3 years ago.

1. **What if I need help in making a complaint?**

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Description automatically generatedOur staff will aim to help you tell us your concerns. If you need extra support, please let us know and we will try to put you in touch with someone who can help, such as Citizen’s Advice, Age Concern, Shelter, etc.

1. **What happens once you have made a complaint**

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Description automatically generatedYour complaint is recorded along with any action taken. There is a two-stage process detailed below. Complaints can be dealt with in writing, by email, face to face, via the website, Resident Portal or by telephone. All complaints are processed and monitored by the Complaints Team.

1. **Informal Resolution**

If possible, we believe that it is best to deal with things straight away. If you have a concern, you should initially try and raise it with the staff member at the time who will try to resolve it for you there and then. If there are any lessons to learn from this, then they will tell the Complaints Team and feed this back to you. If your concern cannot be resolved informally to your satisfaction by the appropriate Officer, we will raise it as a formal complaint for you through to Stage 1.

1. **Stage 1 – Formal Investigation**

We aim to resolve a Stage 1 complaint within 10 working days. If your complaint is particularly complicated, it may be that it will be investigated directly at Stage 2, or if additional time is needed we will contact you to let you know and explain why.

1. **Stage 2 – Formal Investigation**

If you are not happy with the response you receive from us at Stage 1, you can ask for your complaint to be considered further at Stage 2. Contact the Complaints Team and they will arrange for the complaint to be investigated by the relevant Senior Officer. We will tell you who has been asked to look into your complaint and we will also check with you to understand fully what outcome you are hoping for.

We aim to resolve Stage 2 complaints within 20 working days. However, if your complaint is more complicated it may take longer to consider. If this is the case, we will let you know, explaining why and how long we expect it to take.

1. **Outcome of your complaint**

Once we have investigated your complaint, we will let you know what we have found, using your preferred form of communication, explaining how and why we came to our conclusions.

If we find that we got it wrong, we will tell you what happened and why. We’ll show how the mistake affected you. If we find there is a fault in our systems or the way we do things, we will state what it is and how we plan to change things to stop it from happening again. If we get it wrong, we will always apologise.

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If we didn’t provide a service that you should have received, if possible we will aim to rectify this. If we didn’t do something well, we will aim to put it right. If you have lost out as a result of a mistake on our part, we will try to correct it; to get it to the position it would have been in if we had got it right.

If you had to pay for a service yourself, which should have been covered by us, we will usually aim to make good what you have lost.

1. **What happens if I am still unhappy with the outcome of Stage 2?**

If you remain unhappy with the outcome of Stage 2, then you have the right to approach 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:

* Has been treated unfairly or received a bad service through some failure on our part.
* Has been disadvantaged personally by a service failure or has been treated unfairly.

The Ombudsman will expect you to bring your concerns to our attention first, giving us the opportunity to resolve the issue internally.

1. **What is Disrepair?**

Disrepair is where a Landlord has failed to duly rectify a problem with a let property within a reasonable timeframe (generally 20 days, but can be longer). We are aware that there are Law Firms/Solicitors actively contacting Residents; in effect cold calling and misinforming them, encouraging Residents to pursue legal proceedings

against their Landlord – and applying pressure and threatening tactics when Residents decide that they wish to withdraw. They will advise that the claim will be on a ‘no win / no fee’ basis. However, it is extremely important to note that in the majority of cases, claims that go to Court against Landlords are unsuccessful. If this is the case, the Resident is then liable for all the Landlord’s legal expenses incurred. Not only this, but a County Court Judgement could be lodged against them.

We at ClwydAlyn obviously want to avoid this and work with our Residents to ensure all repairs are carried out in a timely and correct manner. We therefore welcome you to contact us if you have any concerns or complaints over the length of time being taken to carry out your repairs. Finally, if you are approached by one of those Law Firms/Solicitors described above, or a representative encouraging you to bring action, we encourage you to obtain independent legal advice from a Law Firm that is known to you, to verify any claim made by one of the Firms who have approached you.

1. **Our Commitment to you**

Your complaint will be processed in accordance with our Complaints Policy. We will respond to your complaint within the stated timeframes. If this is not possible, due to your complaint being more complex, we will advise you of this, explain why, tell you how long we expect it to take and where applicable provide you with updates. We will deal with your complaint in a professional, honest and consistent way and make sure that your dealings with us in the future will not suffer as a result of your expressing concern or making a complaint. Where lessons have been learnt, we will let you know.

1. **What we expect from you**

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 accept aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

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We take your concerns and complaints very seriously and try to learn from any mistakes we’ve made. Our Executive Leadership Team considers a summary of all complaints quarterly as well as details of any serious complaints. Complaints are also reported to our Board, Complaints Panel and Resident Committee.

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

1. **Satisfaction Survey**

In order that we can learn from you and your experiences, once your complaint has been dealt with, we will try and contact you. With your consent, you will be asked a number of confidential questions to see how you felt your complaint was handled. Please be as honest as you can, as this will help us to improve our services. Any feedback/information you provide us with will be treated confidentially.

1. **Contact Details**

**You can contact ClwydAlyn in a number of ways:**

By telephone: 01745 536800

By the Website: [www.clwydalyn.co.uk](http://www.clwydalyn.co.uk)

By Email: [complaints@clwydalyn.co.uk](mailto:complaints@clwydalyn.co.uk)

By the Portal: myclwydalyn

By Letter: ClwydAlyn Housing Ltd, FREEPOST, Complaints Team, St Asaph Business Park, St Asaph, Denbighshire, LL17 0JD

**You can contact the Public Services Ombudsman for Wales (PSOW) as follows:**

By Letter: PSOW, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

By telephone: 0300 790 0203 (local rate)

By the Website: [www.ombudsman.wales](http://www.ombudsman.wales)

By Email: [ask@ombudsman-wales.org.uk](mailto:complaints@clwydalyn.co.uk)

1. **Compliment, Concern or Complaint Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Your Details** | | | |
| **Title** | **Name** | **Surname** | |
| **Address and Postcode** | | | |
| **Email address** | | | **Preferred contact phone/mobile number** |
| **Their Details**  **(if you are completing this form on behalf of someone else)** | | | |
| **Title** | **Name** | **Surname** | |
| **Address and Postcode** | | | |
| **Email address** | | | **Preferred contact phone/mobile number** |
| **What is your relationship to them?**  (This will be verified) | | | |
| **If you wish to make a compliment** | | | |
| Name of the staff member, department or service you are complimenting. | | |  |
| What did the staff member or the service do for you? | | |  |
| How did this affect you personally/why are you complimenting us? | | |  |

**Thank you for your positive feedback**

**If you wish to make a formal complaint**

|  |  |
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| Please name the department, service or staff member you wish to complain about. |  |
| When did you first become aware of the problem? |  |
| If this was over 12 months ago, please say why you have not complained before. |  |
| Have you already reported your complaint? |  |
| If so, please give brief details of how and when you did that, and what happened afterwards. |  |
| What do you believe has gone wrong or failed to happen? |  |
| Please describe how you personally have been affected. |  |
| What do you think should be done to put things right? |  |

If you have any documents, letters, photos etc. to support your complaint, please attach them with this form. If you need any help in completing this Form, please contact a member of the Complaints Team (contact details listed under item 19 of this Pack).

Your signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*When you have completed this Form, please send it to:*

**ClwydAlyn Housing Ltd, Complaints Team**

**72 Ffordd William Morgan, St Business Park, St Asaph, Denbighshire, LL17 0JD**