



MAKING A COMPLAINT



FEBRUARY 2010

ABOUT THIS BOOKLET

This booklet outlines your rights with regard to making a complaint. It looks at:

- our policy with regard to complaints
- how we deal with specific complaints
- how we use complaints to improve our services

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HAFOD HOUSING COMPLAINTS POLICY



Hafod Housing Association aims to be open and accountable at all times. Our complaints policy is designed to make sure that any complaints are dealt with fairly and impartially within an agreed length of time.

WHAT IS A COMPLAINT?

We define a complaint as; “an expression of dissatisfaction, however made, about the standard of service, actions or lack of actions by the Association, its staff or agents, which affects any individual or group of service users”.

WHO CAN MAKE A COMPLAINT?

Anyone can make a complaint if they are receiving or seeking a service from the Association. We also accept complaints from anyone acting on behalf of someone who is not able to complain personally.

WHY MAKE A COMPLAINT?

If you are unhappy with a service provided by us please let us know; we are committed to providing high quality services and if they fall below

the standard you expect, we want a chance to put it right. Complaints also provide valuable feedback; they let us know where we need to improve or change things.

COMPENSATION

If you make a valid complaint we will offer financial compensation if the problems that led to your complaint resulted in you:

- losing money
- living in poor conditions longer than is reasonable.
- spending an unreasonable or significant amount of time pursuing the complaint.
- suffering exceptional worry, distress or inconvenience.



ANONYMOUS COMPLAINTS

We will accept anonymous complaints and investigate them as fully as possible. We prefer however to be able to check details of a complaint and give people feedback; we obviously cannot do this with anonymous complaints.

HOW TO COMPLAIN

You can make a complaint in person, by post, by telephone, by email or via the website.

If you decide to put your complaint in writing, please use the 'Complaints Form' included with this booklet.

WHERE TO COMPLAIN

Hafod Housing Association is a large organisation that has a number of different departments dealing with different services.

The nature of your complaint will decide who the most appropriate person to deal with it is. For example, if you are not happy with the cleaning service your complaint should go to your Housing Officer as they are responsible for monitoring the quality of this service. If your complaint is about the behaviour of a particular member of staff the complaint should be dealt with by their manager.

OUR CONTACT DETAILS ARE:

Hafod Housing Association Ltd
St Hilary Court, Copthorne Way,
Culverhouse Cross, CARDIFF, CF5 6ES

Tel: **029 2067 5800**

Fax: **029 2067 5898**

email: **enquiries@hafod.org.uk**

www.hafod.org.uk

THE COMPLAINTS PROCESS



When you let us know you are not happy with a service we provide, our first priority is to sort out the problem. In most cases we are able to do this quickly and to your satisfaction. If the complaint is of a serious nature, or we have not been able to resolve a less serious complaint to your satisfaction, we follow the procedure stated below.

STAGE ONE

The relevant Service Manager will investigate the complaint and try to resolve the situation. They will acknowledge your complaint within 7 days and provide you with a full response within 28 days. If your complaint is about the Service Manager you should complain directly to the Managing Director.

STAGE TWO

If you are not satisfied with the response provided by the Service Manager your complaint will be passed to the Managing Director. They will acknowledge your complaint within 7 days and provide you with a full response within 28 days.

STAGE THREE

If you are not satisfied with the response provided by the Managing Director your complaint can be referred to The Board of Hafod Housing Association.





PUBLIC SERVICE OMBUDSMAN FOR WALES

We would like the opportunity to “put right” the standards of our services that you are unhappy about. You can contact the Public Services Ombudsman at any time. However they would normally expect you to have given us the opportunity to look at your complaint before contacting them.

If we have been given the opportunity to deal with your complaint and you are still unhappy, you can contact the:

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

Tel: **01656 641 150**

Fax: **01656 641 199**

Email: **ask@ombudsman-wales.org.uk**

Website: **www.ombudsman-wales.org.uk**

Public Services Ombudsman for Wales booklets are available in our office, on our website, or we can send you one on request.

USING COMPLAINTS TO REVIEW OUR SERVICES

We systematically record and monitor all complaints. A summary of all the complaints received are reported quarterly to the Association’s Board and used to direct attention to the areas in which we need to improve.

CUSTOMER CARE, COMPLAINTS AND COMPLIMENTS STANDARD

STANDARD

When you contact us we will treat you with respect, courtesy and consideration. We will deal with your enquiry in an effective and timely manner and keep you informed of progress. Everyone will be treated equally, honestly and fairly, placing people who want to use our services at the heart of our work.

HOW WE WILL WORK TO ACHIEVE THE STANDARD

- Answer telephone calls quickly and give you our name when we answer.
- Connect you quickly to the person you need to speak to. If they are unavailable we will give you their name and arrange for another person to speak to you.
- Provide a contact name and number on all correspondents.
- Make sure all letters and publications will be written clearly and available in other languages and formats upon request that are suitable for your needs.
- Deal with your query in Welsh if requested, in line with our Welsh Language Policy.
- Open our office between 8.00am and 5.00pm during the week and provide an out of hours telephone service which will be available at all other times including weekends and public holidays. The office will be accessible to all, and our reception areas will be clean and tidy.
- Provide a suitable area within our offices if you need to speak to us privately.
- Make sure our staff carry photo identification at all times.
- Visit you in your own home on request.
- Keep you informed if an appointment is running late or has to be rearranged.
- Respect confidentiality and comply with data protection at all times.
- Make it easy for you to make a complaint and provide an answer you understand within 28 days.
- Offer you the right of appeal against any decision you feel is wrong or unfair.
- Learn from your complaints and compliments and improve the service we deliver.

This document is available in other languages
as well as in alternative formats on request



making a difference

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Hafod Housing Association

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