



# Caredig

## **Concerns Complaints & Compliments**



People • Homes • Communities

# Concerns Complaints & Compliments

We want to provide you with an excellent service but realise that sometimes we get things wrong. To help us to put things right as quickly as possible we want to hear from you if you are unhappy with anything we do.

For example:

- We have not done something we should have done or said we would
- You think our policies or procedures are unfair
- We gave you misleading or unsuitable advice
- We have treated you unfairly or disrespectfully

**Requests for service** e.g. “I want to complain that my door is broken” is not a complaint but “you did not fix it when you said you would” is a complaint.

**Note that we do not normally look into things that happened over six months ago because it is more difficult to find out what happened.**

**We will not** consider complaints about your neighbour’s behaviour under this policy. However, you can still contact us for advice.

## Concerns

Where possible, we want to deal with things straightaway. For most concerns this means we will try to resolve them there and then. If we can’t help, we will explain why and, if necessary, deal with it under our complaints process



# The Complaints Process ...

## How can I complain?



The best way is by using our online app MyHome 24/7 App.

OR:

- Use the form on our website at [www.Caredig.co.uk](http://www.Caredig.co.uk)
- You can call us on 01792 460192
- You can e-mail us at [info@caredig.co.uk](mailto:info@caredig.co.uk)
- Speak to any of our staff

## What happens next?

We will acknowledge a complaint within 5 working days and will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 15 working days. If your complaint is more complex, it will take longer, but we will provide regular updates.

## Complaints about care and support you get from us

You can complain about these services directly to the Local Authority's Supporting People Team or to Care Inspectorate Wales (CIW) if you prefer by telephoning 0300 7900 126 or email to [ciw@gov.wales](mailto:ciw@gov.wales)

## Compliments

If you think we are doing a good job then we would love to hear from you. Just tell a member of staff what you think we have done well. You can do this in person, by telephone or on-line. We may use your comments to promote the work we do.

## If you are under 18

If you need help to make a complaint you can speak to someone on the Meic Helpline (phone 080880 23456, [www.meiccymru.org](http://www.meiccymru.org)) or contact the Children's Commissioner for Wales.

Again, you can contact us for details on how to do this.

## If you are unhappy with our decision about your complaint

If you are unhappy with our decision you can complain to the Public Services Ombudsman for Wales. The Ombudsman is able to look into your complaint further and is independent of all government bodies. You may contact them at any point, however they are likely to ask you to talk to us first to give us a chance to put things right. You can contact the Ombudsman by:

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

0300 790 0203  
[ask@ombudsman.wales](mailto:ask@ombudsman.wales)  
[www.ombudsman.wales](http://www.ombudsman.wales)

## Caredig

43 Walter Road, Swansea, SA1 5PN

Tel: 01792 460192

Email: [info@caredig.co.uk](mailto:info@caredig.co.uk)

[www.caredig.co.uk](http://www.caredig.co.uk)

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