

The logo for Caredig, featuring the word "Caredig" in a dark blue sans-serif font. The letter "C" is stylized with a red semi-circle on its left side.

Concerns, Complaints & Compliments Policy

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1. Introduction

Caredig is committed to dealing effectively with concerns or complaints that you may have about our services. We aim to clarify any issues you may be unsure about. If we did something wrong, we will apologise and, where possible, try to put things right for you. We aim to learn from our mistakes and use the information we gain from concerns or complaints to improve our services

Our aim is to deal with concerns and complaints once and to do it well.

We would also really like to hear from you if you think we have done a good job.

2. Our Values

In applying this policy, we will be guided by our values. Our values determine how we behave towards our customers, our colleagues, our partners, and the way we work:

Kindness - We recognise that relationships are at the heart of everything we do, at the heart of good relationships is kindness

Innovation - we continuously strive to be the best we can whilst seeking creative ideas to improve and grow

Trust - We trust people to do the right thing because good relationships are built on mutual trust and respect

Fairness - we endeavour to remove barriers and to treat people fairly and impartially

Respect - we treat people as individuals and value diversity

Accountability - we accept the responsibilities of our role and are accountable for our actions and for doing what is right.

3. When to use this policy

This policy applies when we receive a concern, complaint or compliment about our services.

A concern is an expression of dissatisfaction about the standard of service, action, or lack of action by Caredig, or anyone working on our behalf. We aim to deal with concerns informally at first point of contact, where this is not possible or the concern is of a serious nature our formal complaints process

will apply.

A compliment is an expression of praise or thanks about the service we have provided, how we responded to customers queries, or when you think we have done a good job.

Requests for Service - if you are contacting us to request a service e.g. I want to complain that my door is broken or requesting an appointment this policy does not apply. If you make a request for a service and then are not happy with our response, you will be able to make your concerns known using this policy.

Anti-Social Behaviour - this policy does not cover complaints made to Caredig about the behaviour of other tenants unless we have not dealt with issues already brought to our attention. These are covered by our Anti-Social Behaviour Policy.

Normally, we will only look at complaints raised about issues which have taken place within the last 6 months.

4. How to express concerns, complaints or compliments

Anyone can contact us in the following ways:

You can register concerns, complaints or compliments online:

- [MyHome 24/7 App -](#)

OR

- Use the form on our website at www.Caredig.co.uk
- You can call us on **01792 460192**
- You can e-mail us at info@caredig.co.uk
- Speak to any of our staff

5. Concerns Process

Where possible, we want to deal with things straight away. For most concerns this means we will try to resolve them there and then. We will record all concerns via our Complaints App and where appropriate we will learn from the situation and make improvements. If we can't help, we will explain why and, if necessary, deal with it under our formal complaints process. Process flow chart is shown at Appendix 1.

6. Investigating Formal Complaints

Where we have been unable to resolve a concern at first point of contact or it is serious then it will be dealt with under our formal complaints process. During an investigation, we will look at files, notes of conversations, letters, e-mails and any other relevant information. In most cases, we will talk to the people involved, look at our policies and any legal guidance.

We will acknowledge a complaint within **5 working days, we will let you know the name of the person who is dealing with it.**

Our aim is to resolve complaints as quickly as possible and expect to deal with the vast majority within **15 working days**. If your complaint is more complex, we will:

- Ask you how you would like us to communicate with you
- let you know within this time why we think it may take longer to investigate
- agree a revised date with you.
- 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 complaint will aim first to establish the facts. The extent of the investigation will depend on how complex and how serious the issues you have raised are.

Complaints can also be received from third parties such as a local representative or the Ombudsman. Depending on the severity of the concern we will consider the appropriate level to deal with the complaint.

Complaints Outcome

We will confirm our findings in writing once when we have completed our investigation. We will explain how and why we came to our conclusions:

- If we find that we made a mistake, we will always apologise for it and 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 failed to provide a service we should have, we will provide it as quickly as possible
- If customers lose out as a result of our mistake we will try to put them in the position they would have been in if we had got it right first time.
- If we need more time to complete our investigations and respond thoroughly, we will let you know as soon as possible and explain why

Process flow chart is shown at Appendix 2.

7. 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 online. We may use your comments to promote the work we do.

8. Ombudsman

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent and can investigate complaints where a customer believes that they:

- have been treated unfairly or received a bad service through some failure on the part of the body providing it
- have been disadvantaged personally 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
- Their website: www.ombudsman.wales
- In writing: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

9. Monitoring our performance

We will monitor complaints in partnership with tenant reviewers. We will identify any trends and issues and report on our performance to our Board on a six-monthly basis.

10. Learning lessons

We take concerns and complaints seriously and try to learn from any mistakes we make. We will listen to your feedback and where there is a need for change, we will make sure this happens. We will let you know about any improvements we make through our website news page.

11. 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 the Citizens Advice Bureau, Shelter, or any agencies who can help or support you.

If you are under the age of 18 and need help, you can speak to someone on the Meic Helpline (phone 080880 23456, www.meiccymru.org) or contact the Children's Commissioner for Wales. Contact details are:

- Phone: 01792 765600
- Email: post@childcomwales.org.uk
- Their website: www.childcomwales.org.uk
- In writing: Llewellyn House, Harbourside Business Park, Harbourside Road, Port Talbot, SA13 1SB

12. 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:

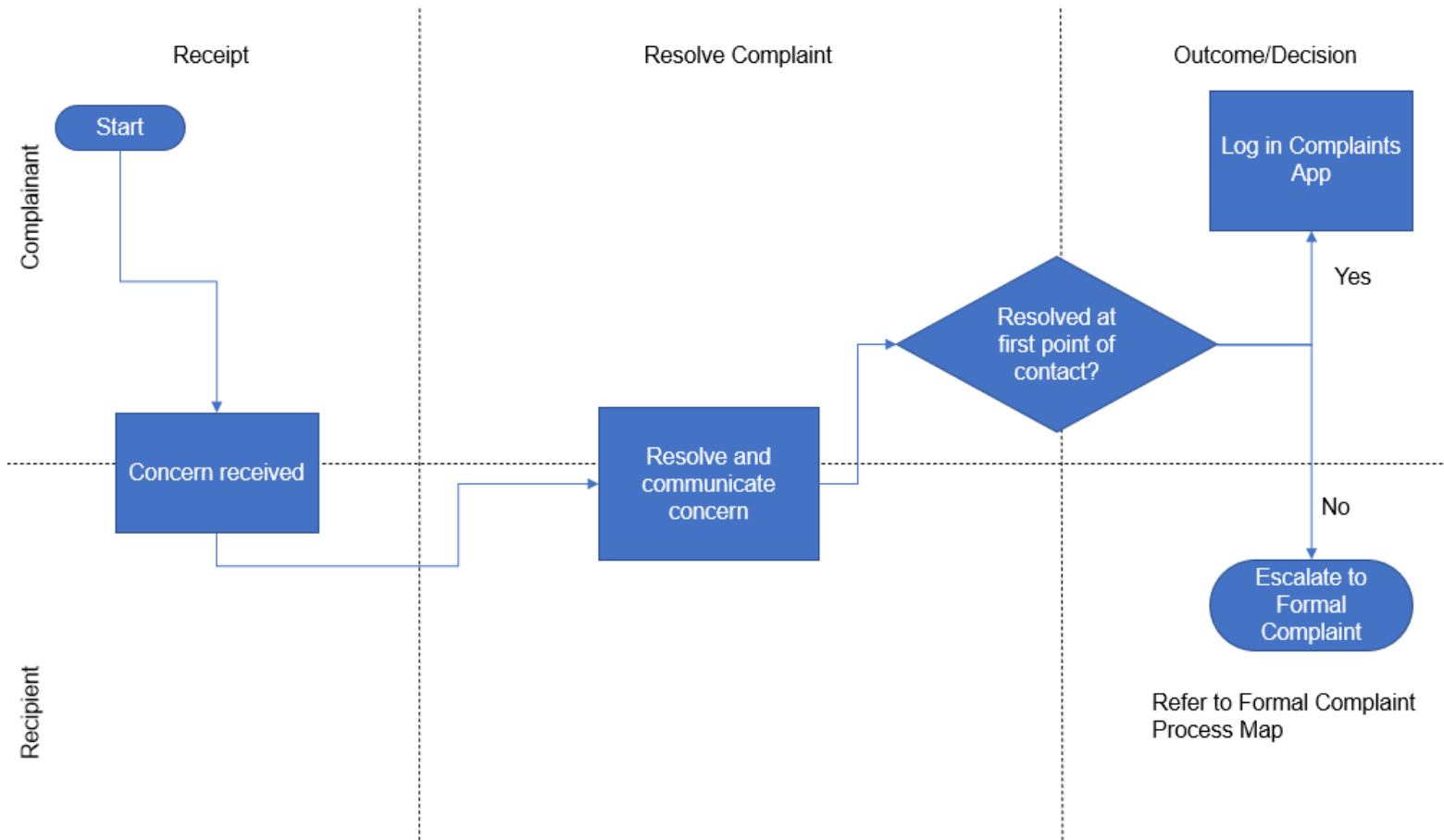
- Phone: 0300 7900 126
- Email: ciw@gov.wales
- Website: www.careinspectorate.wales
- In writing: Welsh Government office, Sarn Mynach, Llandudno Junction, LL31 9RZ

13. 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 when we find that someone's actions are unacceptable.

Appendix 1 - Concerns Process Flow Map



Appendix 2 - Complaint Process Flow Map

