

Managing Unacceptable Behaviours Policy Review You Said, We Did

The final policy has been informed by tenant feedback. We have considered the responses from recent policy review questionnaire which was completed by 5 tenants.

All policy review respondents agree the policy was clear but tenants have told us we need to focus on the following:

- Improving communication at all points
- Improving the time to respond to queries and complaints
- Seeking to resolve the issues first time to prevent frustration
- Tenants noted that Caredig need to be held accountable for failings and poor decisions and staff must not 'hide' behind this policy or threaten eviction for those that do raise concerns, challenge or complain. The policy will not be used to shut a complaint or challenge down.

Caredig has a robust Complaints Policy, all tenants and customers of Caredig have the right to make a formal complaint to Caredig about staff and / or the service they have received.

If you are unhappy with our response to the complaint, tenants can raise concerns to the Public Services Ombudsman for Wales.

