



Concerns & Complaints



People • Homes • Communities

Concerns & Complaints

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

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

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.

Where possible, we want to deal with things straight away. For most concerns, this means we will try to resolve them there and then or within 10 working days. This is commonly known as a Stage 1 investigation.

If we think it will take more time to investigate, we will explain why and, if necessary, deal with it under our formal complaints process, commonly known as a Stage 2 investigation.



The Complaints Process

How can I complain?



- Speak to any Caredig staff in person
- Phone us: On 01792 460192 and speak with the Housing Services Team
- Email us: info@caredig.co.uk
- Via the Caredig MyHome 24/7 App (tenants only)
- Ask for a paper copy of the reporting form from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally.
- Use the digital form on our website at www.caredig.co.uk
- Write to us at: 43 Walter Road, Swansea SA1 5PN
- Social Media: via the Caredig Facebook account

Making a Complaint – What You Can Expect

Acknowledging Your Complaint

We will acknowledge your complaint within 5 working days. An investigating officer will get in touch, introduce themselves, and discuss your concerns in detail to help us carry out a thorough investigation.

Stage 1 – Resolving Your Concerns Quickly

Most complaints are handled at Stage 1, where we aim to resolve issues as quickly as possible. We expect to deal with the majority of these within 10 working days of the matter being reported to us.

If your concern is not upheld, we will explain how we came to that decision

You will receive a written response (letter or email) summarising the actions taken.

Stage 2 – If You're Not Satisfied or Your Complaint Is Complex

If you're unhappy with the Stage 1 response, or if your complaint is more complex, it will move to Stage 2. We aim to complete Stage 2 investigation within 20 working days of the matter being reported to us, and we'll keep you updated regularly throughout the process.

If your complaint is not upheld, we will explain how we came to that decision

You will receive a written response (letter or email) summarising the actions taken.

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) 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
www.ombudsman.wales

Complaints about Care & Support from Caredig

You can complain about these services directly to the Local Authority's Housing Support Grant Team or to Care Inspectorate Wales (CIW) if you prefer by telephoning 0300 7900 126 or email to ciw@gov.wales

The Welsh Language Commissioner

The Welsh Language Commissioner's main statutory aim is to promote and facilitate the use of the Welsh language. The Commissioner's vision is for a Wales where people can use Welsh in their everyday lives.

You can contact the Commissioner about the lack of opportunity to use the Welsh language or if you are not satisfied about how an organisation is treating or considering the Welsh language

- www.welshlanguagecommissioner.wales
- post@cyg-wlc.wales
- 0345 6033 221 (open between 10:00-12:30 and 13:30-16:00 Monday to Friday)

Caredig

43 Walter Road, Swansea
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Tel: 01792 460192

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Empowering **People**
Creating **Homes**
Thriving **Communities**