

## MAKING A COMPLAINT



...supporting people and communities...



### Policy Aims

To ensure that any customer, tenant, supplier, partner or member of the public dissatisfied with their dealings with Newydd has the opportunity to raise those concerns and that Newydd has an opportunity to address those concerns and where necessary remedy the dissatisfaction.

Newydd will treat complaints as an opportunity to review its services and will seek improvements to policy and procedure as a result of feedback from complaints. The aim is to ensure that complaints do not recur if they can be prevented.

To respond promptly to complaints and to keep complainants informed of the progress of their complaint and their right to appeal or to refer the complaint if they remain dissatisfied.

To monitor the reasons for complaints and their outcomes and to report this information to the Board and to publish summary information on complaints performance from time to time including the breakdown of complaints to establish themes or concentrations of complaints within specific sections of the community.

Satisfaction with the complaints process will be monitored to help identify ways in which the policy and procedure can be improved.

This policy will be achieved through a complaints procedure which is an internal document for the use of staff but can be provided on request.

### NEWYDD HOUSING ASSOCIATION

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## **COMPLAINTS PROCEDURE**

This procedure sets out how Newydd deals with complaints from customer, tenant, supplier, partner or member of the public about any aspect of its service.

Most complaints will be most appropriately dealt with by the member of staff normally responsible for delivering the service. However there will be situations when the complaint should be considered and responded to formally. This procedure sets out how these complaints will be dealt with.

### **Reporting Complaints**

Complaints can be made:

- in writing
- in person
- by telephone
- through a third party (such as a tenants association, member of parliament, local councillor etc.)

### **Acknowledging Complaints**

All complaints will be acknowledged in writing within three working days of receipt. Where possible the acknowledgement will set out proposals for investigating the complaint and a timescale for responding to the complaint.

### **Resolving Complaints**

The Chief Executive will be responsible for ensuring that all complaints are properly investigated and responded to. The Chief Executive will delegate the investigation of each complaint to the most appropriate person.

In the majority of cases complaints will be investigated and responded to within ten working days of receipt. However in some cases or by mutual agreement this timetable will be extended. If this is necessary the person making the complaint will be kept informed.

Responses to complaints will give a clear summary of the outcome and proposals to remedy the complaint.

### **Appealing Against a Decision**

The person making the complaint may appeal.

The request for an appeal will be reviewed by a Board member, the review will investigate whether:

A full and adequate response has been provided to all the issues raised.

Attempts by officers to resolve the complaint have been exhausted within the powers and resources available to them.

An appeal to the Board will add any value to the resolution of the complaint.

The review will decide on one of three possible courses of action:

1. To refer the complaint to the Board
2. To refer the complaint back to officers for a further attempt at resolution.
3. To refuse the complaint on the basis that officers have addressed the complaint fully and adequately and an appeal to the Board can add nothing further to the resolution of the complaint.

Every effort will be made to review appeals within ten days from receipt.

If the complaint is referred to the Board the person making the complaint may choose to have their appeal heard by the full Board or by an Appeals Panel made up of the Chairperson and two other Board members selected by the Chairperson. The full Board means a quorate meeting of the Board.

Every effort will be made to hear appeals within fifteen working days from the decision to refer the complaint to the Board. However in some cases (and this is likely to be the case if a hearing in front of the full Board is required) or by mutual agreement this timetable will be extended. If this is necessary the person making the appeal will be kept informed.

The decision of the Board or the Appeals Panel will be confirmed in writing within five working days of the decision being made. This decision will be final.

### **Appealing Against Decisions**

If a request for referral of a complaint to the Board is reviewed and refused or after the Board have responded to an appeal the person making the complaint may refer the complaint to the Welsh Assembly Government for complaints about an issue that occurred prior to 15 July 2005 and the Social Housing Ombudsman for Wales for all other complaints. They will investigate the complaint and respond to the person making the complaint in accordance with their complaints procedure.

In some cases the Social Housing Ombudsman will also deal with complaints that have not been dealt with through this Complaints Policy although the opportunity to respond to complaints before they are referred to the Ombudsman would be appreciated.

### **Addresses and Contact Information**

#### Newydd Housing Association

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#### Social Housing Ombudsman for Wales

1 Ffordd yr Hen Gae  
Pencoed  
Bridgend  
CF35 5LJ

Telephone: 01656 641150  
Fax: 01656 641199  
E mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)  
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#### Welsh Assembly Government

Rhydycar  
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CF48 1UZ

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