



# **TAI CANOLBARTH CYMRU MID-WALES HOUSING**

**Yn barod amdani Equal to the challenge**

## **How do I complain?**

## **How do I complain?**

At Mid-Wales Housing we take complaints seriously. Our aim is to provide a first class service to tenants living happily together on well maintained estates. However, this is not a perfect world and occasionally things go wrong. If you are not satisfied with any aspect of the service we provide, a member of staff or a Board Member, this leaflet explains how you should complain.

This leaflet does not cover complaints about neighbours; a separate leaflet is available for this purpose and is available from the Association offices.

### **How do I make my complaint?**

We ideally like complaints to be made in writing in order to avoid any misunderstanding. Complaints in writing can be made via the Association website at [www.mid-walesha.co.uk](http://www.mid-walesha.co.uk) by completing the on line form, on a complaints registration form or by letter.

However, there may be reasons that you are unable to make your complaint in writing. Therefore, if you prefer, you may telephone or call into our main office in Newtown to make your complaint. If the member of staff responsible for the matter about which you are complaining is not available the Customer Service Staff will arrange for you to speak to the Service Team Leader.

We would like you to let us know how you would like us to communicate with you e.g. by email, telephone or letter.

### **What happens next?**

If the complaint cannot be resolved immediately the complaint will be passed to the Performance Information Officer on the same day. Receipt of the complaint will be acknowledged within 2 days by the Performance Information Officer.

The Performance Information Officer will register the complaint in a central register and then pass it to the appropriate Service Team Leader to investigate.

- a. If your complaint is about repairs not being carried out satisfactorily or at all, or delays in carrying out repairs, or the attitude of a contractor employed by the Association, cleaning or gardening of communal areas this will be the Maintenance Team Leader.
- b. If your complaint is about the housing service, the Association's tenants or neighbours this will be the Community Housing Team Leader.
- c. If your complaint is about rent payment or collection, then this will be the Income Management Team Leader.
- d. If your complaint is about housing allocations or property lettings, then this will be the Customer Services Team Leader.
- e. If about failure to follow procedures (fairly), failure to respond to correspondence or any other matter, the head of whichever department of the association is responsible will deal with it.

If your complaint is about a member of staff, the HR Manager will deal with your complaint.

### **How do I know that my complaint is being properly investigated?**

If we have not been able to resolve your complaint **immediately (informal resolution)**, we will send you an acknowledgement within 2 days of receiving your complaint, so that you'll know:

- That your complaint has been received logged and has a reference number.
- The name of the person investigating your complaint.
- That it is being acted upon.
- How your complaint will be dealt with (this document).
- How long to expect it to take us to deal with your complaint.

We would expect to reach a **resolution** to a complaint within 5 working days. However, if the complaint requires further investigation we will contact you to let you know that we need to investigate your concerns further. We would expect this to be completed within a total of 28 days. It will not always be possible to resolve a complaint quickly but you will be kept informed if it will take longer to resolve your complaint.

### **How do I know that my complaint has not been left at the bottom of someone's in-tray?**

The Performance Information Officer will keep a central register of all complaints and will monitor progress.

The Performance Information Officer will report monthly to the Association's Performance Management Team on complaints, the way in which they have been handled and the outcome. They will also use the discussion to learn from the outcomes of complaints to improve service. The Performance Information Officer will also report levels of satisfaction with Complaints to the Board of Management as part of a quarterly performance report.

**What if I am not satisfied that my complaint has been handled properly?**

If you are unhappy with the way in which your complaint has been dealt with you may write to the Chair of the Scrutiny Committee to ask for further investigation by the Scrutiny Committee This must be done within 21 days of the closure of the complaint.

If, after the Scrutiny Committee has carried out the investigation into the way your complaint has been handled, you are still not satisfied with the way in which your complaint has been dealt with or with the outcome, you may appeal to the Public Services Ombudsman for Wales. The Ombudsman would normally expect the complainant to have exhausted the Association's own complaints procedure. The contact details are on the back page of this leaflet.

You may also appeal to the Association's monitoring body, The Welsh Government which has a duty to investigate any complaints made against an Association. However, they **will need to be sure that you have exhausted the Association's own complaints procedure before they will take any action.** The address to write to is on the back page of this leaflet.

*If you have any comments on this leaflet, or on how the complaints procedure works in practice, we would be pleased to receive them. Please write to the Chief Executive at:*

*Mid-Wales Housing Association Limited  
Tŷ Canol House  
Ffordd Croesawdy  
Newtown  
Powys  
SY16 1AL*

## **USEFUL CONTACTS**

### **Citizens Advice Bureau (CAB)**

They offer a wide range of advice, including advice on your legal position.

Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Telephone: Powys - 0845 6018421

Cardigan - 01239 613707

Shropshire - 08444 99 11 00

### **Shelter Cymru**

They are able to offer advice on a wide range of housing issues.

Tel: Freephone 080 800 4444

### **Tenant Participation Advisory Service**

TPAS (Cymru), Transport House, 1 Cathedral House, Cardiff,  
CF11 9SD

Tel: 029 2023 7303

## **Welsh Tenants Federation**

Tenantiaid Cymru/Welsh Tenants, Milbourne Chambers, Merthyr Tydfil, CF47 8AT

Tel: 01685 723922

Fax: 01685 722801

Email: [info@welshtenants.org.uk](mailto:info@welshtenants.org.uk)

Web: [www.welshtenants.org.uk](http://www.welshtenants.org.uk)

## **Local Government Ombudsman**

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

Telephone: 0845 601 0987, Fax: 01565 641199,  
e-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

**Welsh Government**, Cathays Park, Cardiff, CF1 3NQ.

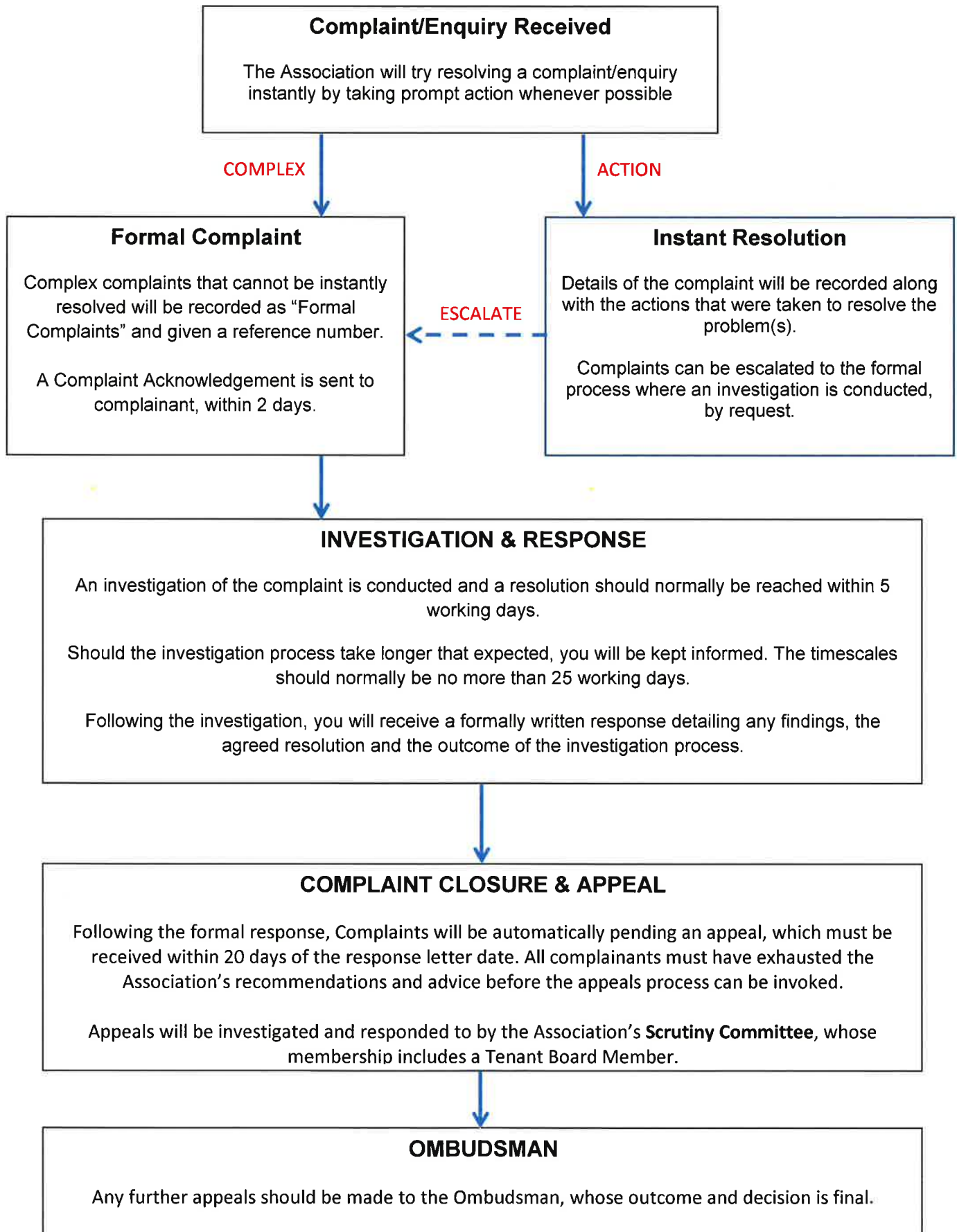
Telephone: 02920 826900







# COMPLAINTS PROCEDURE







TAI CANOLBARTH CYMRU  
MID-WALES HOUSING

Yn barod **amdani** Equal to the challenge

## Complaint Registration Form

Please complete this form as fully and accurately as possible. It is important to provide us with as many details as you can, since your complaint will be considered initially on the information you provide. Any information you give will be treated in strict confidence by the Association. All complaints will be passed to the Manager responsible for the area of service and dealt with according to our documented Complaints policy and procedures.

Please return the completed form to: **Performance Information Officer,  
Mid-Wales Housing Association,  
Ty Canol House, Ffordd Croesawdy, NEWTOWN,  
Powys SY16 1AL**

### A. YOUR DETAILS

Full Name

Address

Town

County

Postcode

E-Mail Address

Telephone (Main)

Telephone (Other)

Please state by which of the above methods you would prefer us to contact you \_\_\_\_\_

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

### B.

Their name in full:

Address and postcode:

What is your relationship to them? \_\_\_\_\_

Why are you making the complaint on their behalf? \_\_\_\_\_

**C. 1. WHAT WOULD YOU LIKE TO COMPLAINT ABOUT? (PLEASE TICK)**

- Association Staff Member(s)
- Association Contractor(s)
- A Neighbour
- Service Provided By The Association
- Service Provider
- Annual Service Charge
- Something Else (Please State Below)

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**C. 2. WHAT DO YOU THINK THEY DID WRONG OR FAILED TO DO?**

**C. 3. DESCRIBE HOW YOU PERSONALLY HAVE SUFFERED OR HAVE BEEN AFFECTED.**

**C. 4. WHAT DO YOU THINK SHOULD BE DONE TO PUT THINGS RIGHT?**

**C. 5. WHEN DID YOU FIRST BECOME AWARE OF THE PROBLEM?**

**C. 6. HAVE YOU ALREADY PUT YOUR CONCERN TO THE FRONTLINE STAFF RESPONSIBLE FOR DELIVERING THE SERVICE? IF SO, PLEASE GIVE BRIEF DETAILS OF HOW AND WHEN YOU DID SO.**

**C. 7. IF IT IS MORE THAN 6 MONTHS SINCE YOU BECAME FIRST AWARE OF THE PROBLEM, PLEASE GIVE THE REASON WHY YOU HAVE NOT COMPLAINED BEFORE NOW.**

If you have any documents to support your concern/complaint, please attach them with this form.

I certify that the foregoing particulars are correct to the best of my knowledge and belief.

Your Signature \*\*\*

\_\_\_\_\_

Date

\_\_\_\_\_

**\*\*\* N.B. Must be signed by the person making the complaint**

FOR INTERNAL REFERENCE ONLY					
REF NO:		PASSED TO:		DATE:	

