



TAI CANOLBARTH CYMRU MID-WALES HOUSING

Yn barod **amdani** **Equal** to the challenge

How do I complain?

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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 or anti-social behaviour. If you have a complaint along these lines, please contact a member of the Community Housing Team.

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 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, a member of the Customer Services Team will arrange for you to speak to the relevant 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 Compliance Officer on the same day. Receipt of the complaint will be acknowledged within 2 working days by the Compliance Officer.

The Compliance 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; delays in carrying out repairs; the attitude of a contractor employed by the Association; or cleaning or gardening of communal areas, this will be the Technical Services Manager.
- b. If your complaint is about the housing service, 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 the department 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 working days of receiving your complaint, so that you will 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.
- 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 takes 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 Compliance Officer will keep a central register of all complaints and will monitor progress.

The Compliance Officer will report on complaints received, the way they have been handled and the outcome, on a quarterly basis to the Association's Performance Management Team. The discussions around the outcome of these complaints will be used to improve our service. The Compliance Officer will also report on the average number of days taken to complete a complaint, 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 Audit & Scrutiny Committee to ask for further investigation by this Committee. This must be done within 28 days of the closure of the complaint.

Following the Audit & Scrutiny Committee's investigation, if you feel that at any time procedures have not been followed correctly by Mid- Wales Housing Association, then you have a right to complain 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 last page of this leaflet.

If you have a concern about how the Association conducts its affairs, then you may also raise this with the Welsh Government, as our regulator. 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 last page of this leaflet.

This document can also be made available in larger font or alternative languages on request.

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.

Telephone:

Powys 0345 601 8421

Cardigan 01239 621974

Shropshire 0344 499 1100

Website: www.citizensadvice.org.uk

Shelter Cymru

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

Telephone: 0345 075 5005

Tenant Participation Advisory Service

TPAS (Cymru),
The Unite Building, 1 Cathedral Road, Cardiff CF11 9SD

Telephone: 029 2023 7303

Welsh Tenants Federation

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

Telephone: 01685 723922

Fax: 01685 722801

Email: enquiries@welshtenantsfed.org.uk

Website: www.welshtenantsfed.org.uk

Local Government Ombudsman

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

Telephone: 0300 790 0203

Fax: 01656 641199

Website: www.ombudsman-wales.org.uk

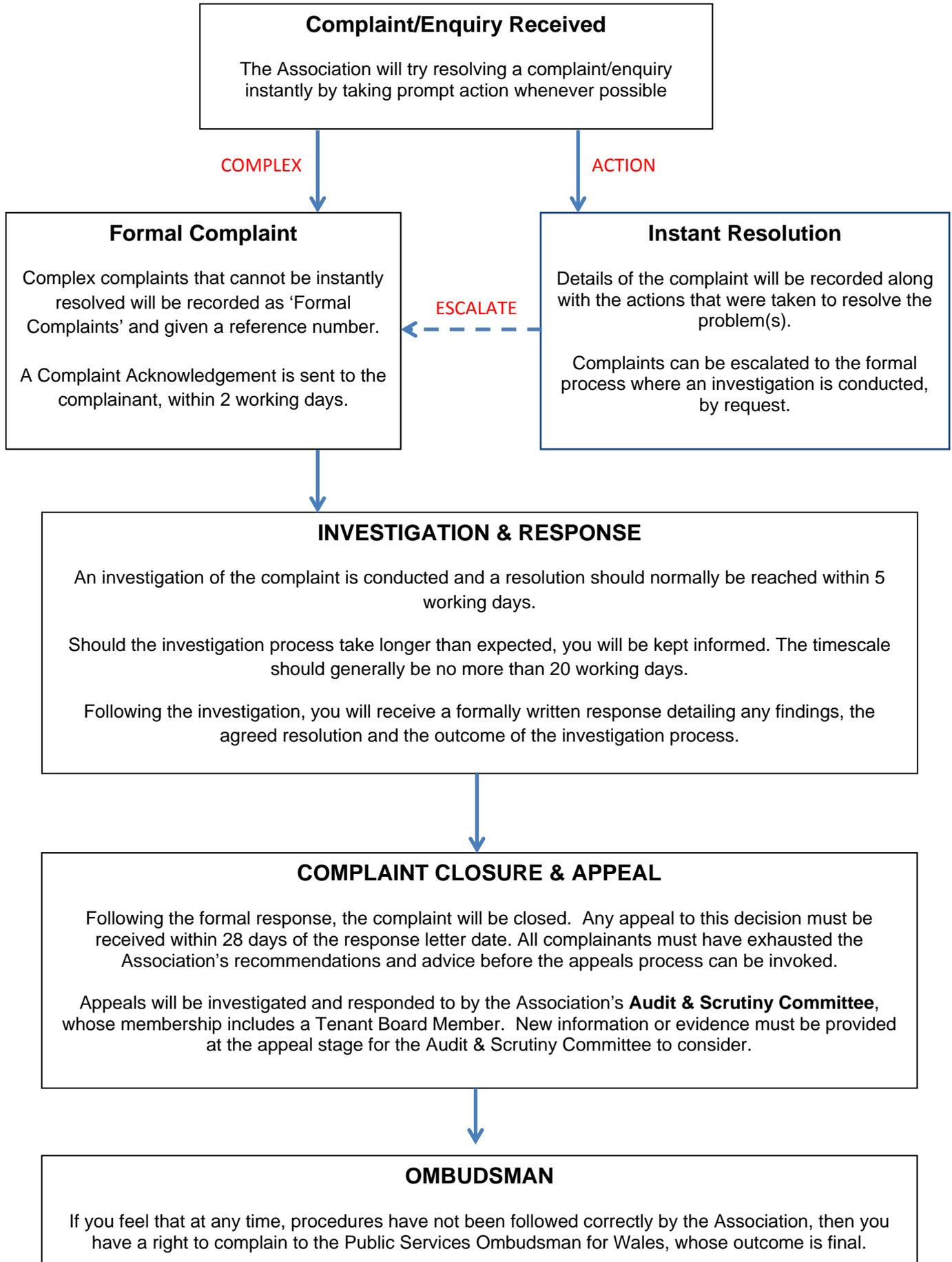
Welsh Government

Cathays Park, Cardiff, CF1 3NQ.

Telephone: 02920 826900



COMPLAINTS PROCEDURE





TAI CANOLBARTH CYMRU
MID-WALES HOUSING

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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: **Compliance 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 COMPLAIN ABOUT? (PLEASE TICK)

Association Staff Member(s)

Association Contractor(s)

Service Provided By The Association

Service Provider

Something Else (Please State Below)

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 FIRST BECAME 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:	