

Comments Compliments & Complaints



We want to hear your views on our service, whether you're really pleased with something or not. You might just want to comment on our service or ask a question.

To comment on our service or pay us a compliment you can send a letter to any of our offices or email us at enquiries@cartreficonwy.org. This leaflet also tells you how to complain about our service and describes how we deal with complaints.

What is a complaint?

It can be difficult to identify a complaint from the day-to-day problems and requests for service that arise. Here at Cartrefi Conwy we consider a complaint to be:

'A formal expression of dissatisfaction, however made, about the standard of service, action or lack of action by Cartrefi Conwy or its staff affecting a customer or group of customers.'

Complaints could be matters that have been an issue over a long period of time or follow on from repeated requests for service where no action has been taken by Cartrefi Conwy.

What can I complain about?

You can complain to Cartrefi Conwy about any of the services we provide or about a member of staff if you are unhappy with their behaviour. You can also complain to Cartrefi Conwy about a contractor working on our behalf if you are unhappy with their conduct.

What can't I complain about?

There are certain things that can't be dealt with through our complaints procedure:

- Matters which have their own specific appeals processes, such as:
 - Appeals against points awarded where there is a right to a review
 - Appeals against eviction – for tenants on starter tenancies
 - Appeals against possession orders, where there has been a demotion of tenancy.
Your estate officer can tell you about these if you need to know.
- Incidents of anti-social behaviour – we have a separate process for dealing with antisocial behaviour.
- Services provided by other organisations. You should contact the appropriate organisation, so for example complaints about street lighting, housing benefit and bins collections should be made to Conwy County Borough Council.

How long do I have to make a complaint?

A complaint should be made within 6 months of the relevant occurrence. However, there can be exceptions to this if there is a good reason.



How do I make a complaint?

We would prefer you to use our complaints form so that we have accurate details from you about what has happened. However, all of these options are available for you:

- Verbally in person
- Verbally over the phone
- By letter
- By email

If you want to make a formal complaint using our complaints form you can ask for a copy from any of our offices.

If you need help to fill out the complaints form or write a letter, there are agencies that can help you. These are:

- Age concern
- Scope
- North Wales Race Equality Network
- Royal National Institute for the Blind (RNIB)
- Citizens Advice Bureau

Who should I make my complaint to?

First Stage

You should generally make your initial complaint to the front line officer at your nearest area housing office. They will do all they can to resolve your complaint there and then. If they are unable to do so, they may pass your complaint on to their line manager, supervisor or Area Housing manager for them to investigate your complaint. If this happens they will contact you within five working days, either by phone, email or letter. If they are unable to resolve your complaint within the five days, they will contact you to explain what steps are being taken and by when you can expect a full response. A full response should be issued within 15 working days. We hope to resolve most complaints at this stage.

Second Stage

If your complaint has not been resolved at the first stage, your complaint will be looked at by the Head of Service and their Director. We will keep trying to resolve your complaint while this process continues.

The Head of Service and Director will investigate your complaint and might ask to meet with you at this stage. Once the investigation is complete you will be sent a letter telling you what has been done.



At the end of this stage we will advise you that you can contact the Ombudsman if you are still dissatisfied. However, we would ask that you let us pass your complaint to the final stage of our complaints procedure first.

Third Stage

At this final stage, your complaint is referred to the Chief Executive of Cartrefi Conwy. They will look at your complaint with the Chair and Vice-Chair of the Board. They will write to you with what they find. At this point if you are still not happy, you will be advised to contact the Ombudsman.

The Ombudsman's address is:

The Public Services Ombudsman for Wales

1 Ffordd Yr hen Gae

Pencoed

CF35 5LJ

Phone: 0845 601 0987 (calls to this number are charged at local rate)

Fax: 01656 641 199

Email: ask@ombudsman-wales.org.uk

Website: www.ombudsman-wales.org.uk

What will Cartrefi Conwy do to try to resolve my complaint?

Whenever we look at a complaint we will listen to your complaint and investigate the details to find out exactly what's happened.

The outcome of our investigation might be an apology or an explanation. We might review a decision that we've made or look at a policy or other published material. Your complaint might also prompt us to provide training for staff.

Depending on the seriousness of your complaint we may also provide compensation where we think it is appropriate.

Anti-social behaviour

If you are having problems with anti-social behaviour you should speak to your Estate Officer in the first instance. They will advise you about what action we can take.

There is a separate leaflet giving details about dealing with ASB as well as contact details for the victim support organisation. Ask your Estate Officer for a copy or have a look on our website www.cartreficonwy.org

