

COMPLAINTS AND COMPENSATION



Tai Cymdogaeth wants to provide good quality services for all our customers but things can go wrong. If they do we need to know so that we can out them right, learn from them and improve

Complaints

- We encourage feedback on the quality of services, by a method of your choice:
 - ⇒ by using our Customer Feedback Line 01792 488140 to speak to our Customer Feedback Officer
 - ⇒ by completing a Customer Feedback Form
 - ⇒ by completing a Customer Feedback Form online – an all day, everyday service available through our website: www.cymdogaeth.com
 - ⇒ in person to a member of staff
 - ⇒ by letter
 - ⇒ by fax
 - ⇒ by e mail

- We undertake to resolve all complaints within 25 working days. A straightforward complaint will take less time to resolve than one that is more complex

- We will acknowledge receipt of your complaint within 3 working days

- We will keep you informed throughout the investigation, by a method of your choice:
 - ⇒ letter
 - ⇒ telephone
 - ⇒ e mail
 - ⇒ text message
 - ⇒ fax

- We will write to you to confirm the action taken to resolve the complaint

- We will send you a Customer Satisfaction Form, so that you can tell us what you thought about how your complaint was handled

- All feedback from customers will be reviewed to see what we can learn about improving our services. Senior Managers and staff will make improvements based on this feedback wherever possible

- We will monitor trends and performance in service delivery through customer feedback and report regularly to our Resident Partnership and our Board of Management
- We will publicise our performance:
 - ⇒ on our website www.cymdogaeth.com
 - ⇒ in our News 'n' Views Magazine
 - ⇒ in our Tenants Annual Report
 - ⇒ in our Reception areas
- We will monitor that we treat you fairly. To help us do this we ask you to tell us your sex, ethnic origin and if you are disabled. These questions are on the Customer Feedback Form
- The information you give is **confidential**. We will only use it to check that we treat all groups of people fairly and we do not discriminate against you
- We will also:
 - ⇒ make sure that interpreters are available when needed
 - ⇒ communicate with customers in the language of their choice and using the method of their choice
 - ⇒ train our staff to be sensitive to the needs of people from different cultures and communities
 - ⇒ treat people with respect and be open to ideas about how we can make access easier

Compensation

- If we think that you might qualify for compensation, we will point this out to you as a matter of course at the earliest opportunity
- If you wish to make a claim for compensation we do need to have this in writing from you. If this would make things difficult for you, please ask a member of our staff for help
- We will write back to you within 5 working days of receiving your claim
- We will do our best to give you a final answer about your claim within 25 working days of receiving it. There may be times when we cannot do this. In many instances, we use the services of an independent Loss Adjuster and we may be waiting for information from this company. We will write to you with reasons for any delay and when we expect to be able to contact you again
- If we fail to respond a complaint within 25 working days, you will receive compensation of £10.00
- Where maladministration of a complaint has occurred, an appropriate level of compensation will be paid

