

Compliments, Complaints and General Feedback

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• Soo dhowow • خوش آمديد



TAFf

We Value Your Feedback

We welcome all feedback from our customers. Your comments, compliments and complaints help us make our services better for everyone.

What happens if something goes wrong?

- If something isn't right, we want to fix it as quickly as possible.
- If we can't sort it out straight away, we'll ask how you'd like us to contact you (email, text, phone, etc.).
- We'll check if you need any help understanding what happens next.
- If you need extra support, we can connect you with trusted organisations like Age Cymru or Shelter to make sure you get the right help.
- You can contact us at any time if you have questions or concerns.

How can you give feedback or make a complaint?

Speak to us by phone:

0800 121 6064 or 029 2025 9100

Email us

Info@taffhousing.co.uk

Fill in the form on our website

taffhousing.co.uk/about-us/contact/

Write to us:

Taff Housing Association

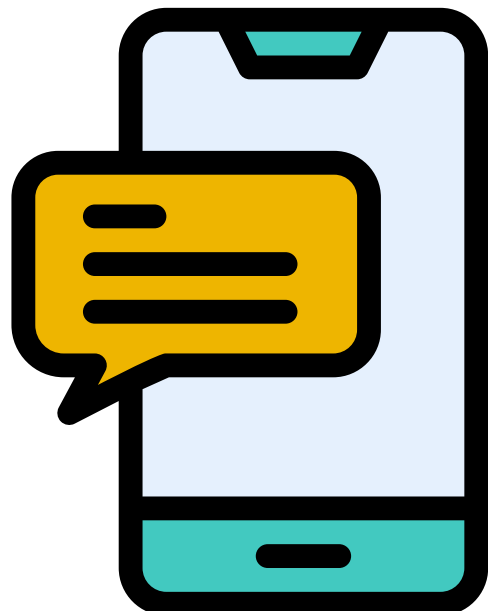
Alexandra House

307-315 Cowbridge Road East

Cardiff CF5 1JD

Contact us through social media

Speak to any Taff colleague, like your neighbourhood officer or income support officer



Our complaints process

We have two stages to our complaints process:

Stage 1: Informal Complaint

Some problems can be sorted out quickly and easily. This is called an informal complaint

What will happen?

- We will try to fix your problem as soon as possible, usually within **5** working days.
- The person best able to help will deal with your complaint. For example, the repairs team will help with home repairs, and the income support team will help with benefit issues.
- If we can fix your problem quickly, you might not get a letter from us.
- If the person you speak to cannot help, they will explain why and may ask someone else to help you.
- If we learn something from your complaint, we will use it to make our service better.

What if I am still not happy?



If you are not happy with how your complaint was handled at Stage One, you can ask for a formal investigation.

Your complaint will then move to Stage Two.

Stage 2: Formal Complaint and Investigation

If you are not happy with the answer you received at Stage One,

- or if your complaint is serious,
- or if it will take more than 5 working days to look into,
- your complaint will move to Stage Two.

What will happen?

- A senior manager (Head of Service or Executive Director) will investigate your complaint.
- We aim to give you a full answer within **10** working days.
- You will get a letter telling you who is dealing with your complaint. This person will keep you updated and let you know if it will take longer than 10 days.
- We will explain what we found, say sorry if we got something wrong, and tell you what we will do to put things right.
- We will also tell you what we will do to stop the problem happening again.
- After your complaint is finished, we will ask for your feedback.

What if I am still not happy?



If you are still not happy with our final response, you can contact the Public Services Ombudsman for Wales (Details on how to get in touch are on the next page.)

How to contact the Ombudsman

The Public Services Ombudsman for Wales is independent of all government bodies and can look into your complaint.

You can ask the Ombudsman to look at your complaint if:

- You think you, or someone you are helping, has been treated unfairly.
- You think you, or someone you are helping, has had a bad service or has been put at a disadvantage.

You can contact the Ombudsman by:

Phone: 0300 790 0203

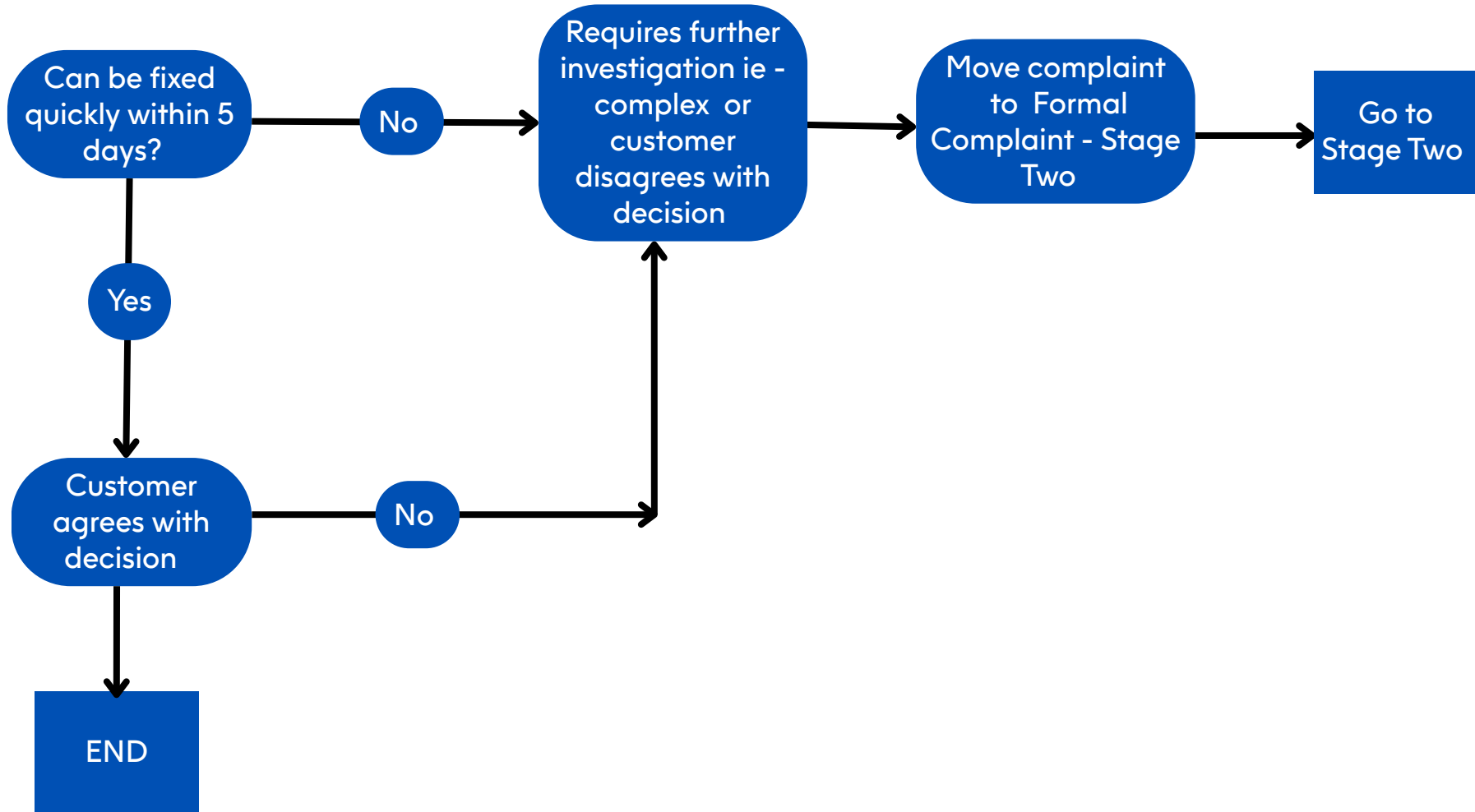
Email:
ask@ombudsman.wales

Website:
www.ombudsman.wales

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



Stage One Informal Complaint



Stage Two Formal Compliant

