



## Complaints and feedback

Easy read version.

We want to hear from you.

You can:

- Tell us what we did well.
- Tell us what went wrong.
- Make a complaint

Your feedback helps us improve.



## Tell us what you think

You can contact us in different ways:

call us.

email us

fill in a form

write to us

speak to a member of staff

You can contact us at any time

See page 7 for details.



## What happens next

If something is wrong:

We try to fix it quickly.



If we cannot fix it straight away:

We will contact you.



We will ask how you want us to reply.



We will check if you need extra help.



## Stage 1: quick complaint

Some problems are easy to fix.

This is called a Stage 1 complaint

We aim to sort this quickly.

We aim to respond within 5 working days



## Stage 2: full investigation

If you are not happy:

We will look at your complaint again.

A senior manager will investigate.

We aim to respond within 10 working days.

We will:

- explain what happened
- say sorry if needed
- tell you what we will do



## If you are still not happy

You can contact the Ombudsman.

They are independent. This means they are not part of Taff Housing.

## Contact the Ombudsman

You can contact them by:

Phone

Email

Website

Post

They can help if:

- You were treated unfairly
- You received a poor service

See page X for details.



## How to contact us

You can contact us in different ways.

Choose what works best for you.

Call us

0800 121 6064

Email us

[info@taffhousing.co.uk](mailto:info@taffhousing.co.uk)

Use our website

[www.taffhousing.co.uk](http://www.taffhousing.co.uk)

Write to us

Taff Housing

Alexandra House

307–315 Cowbridge Road East

Cardiff

CF5 1JD



## Contact the Ombudsman

You can contact them in different ways.

Call

0300 790 0203

Email

[ask@ombudsman.wales](mailto:ask@ombudsman.wales)

Website

[www.ombudsman.wales](http://www.ombudsman.wales)

Write

Public Services Ombudsman for  
Wales

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