



# **Tai Tarian**

## **Service Issues, Concerns, Complaints and Compliments Procedure**

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## CONTENTS

		<b>Page No</b>
	Preface	
1.	Introduction	1
2.	Definitions	1
3.	Request for a Service	3
4.	Service Issue	3
5.	Concern	4
6.	Informal Resolution	4
7.	How to Complain Formally	5
8.	Dealing with Formal Complaints	6
9.	Stage One	6
10.	Outcome	7
11.	Stage Two	7
12.	What if there is more than one body involved?	7
13.	Putting Things Right	8
14.	Learning Lessons	8
15.	What if I need help?	8
16.	Ombudsman	9
17.	Links with other policies, procedures, and strategies – What we expect from you	9
18.	Compliments	10
19.	Welsh Language Implications	10
20.	Equality Implications	10
21.	Procedure Monitoring	11
22.	Accessibility	11

An Equality Impact Assessment of the Service Issues, Concern and Complaints Policy has been undertaken in line with current legislation by Gareth Thomas Davies Customer Liaison Officer, Tenant Engagement and External Affairs Team.

## **1.0 Introduction**

- 1.1 Tai Tarian is committed to providing an excellent service to our customers to enable a positive and rewarding customer experience with the organisation. However, we recognise that sometimes this does not happen, and this can impact on the satisfaction of our customers.
- 1.2 It is important that we receive feedback from our customers, good or bad, to enable us to continue to do what we do well and improve where we have failed.
- 1.3 If we have got something wrong, we will:
- Listen, and ask the customer what outcome they want from their feedback
  - Identify the problem
  - Aim to put it right
  - Apologise if we got it wrong
  - Learn from the feedback so we do not make the same mistake

## **2.0 Definitions**

### **2.1**

Request for Service	If you are requesting a service for the first time, then the relevant department will be able to help you. This procedure does not cover a request for service. Some request for service examples are: <ul style="list-style-type: none"><li>• I have an issue with my neighbour.</li><li>• My boiler has broken down.</li><li>• I have a leak in the kitchen.</li><li>• I wish to apply for housing.</li></ul>
Service Issue	When you have requested a service and something needs addressing, it is still better to contact the relevant department

	<p>to try and resolve this quickly. This is known as a Service Issue and some examples of this are:</p> <ul style="list-style-type: none"> <li>• The tradesman has not turned up.</li> <li>• I have provided evidence for my housing application and my band is still the same.</li> <li>• The contractor is taking too long to complete the work</li> <li>• I had an inspection last week and I haven't heard anything further.</li> <li>• I have reported Anti-Social Behaviour and I have not been advised of outcome.</li> <li>• I had a repair to my roof and it is leaking again.</li> </ul>
Concern	<p>This is a general issue where you may feel that you need to notify us of something but do not necessarily wish to make a complaint regarding this matter. Examples are:</p> <ul style="list-style-type: none"> <li>• I am worried that some of your employees are using their mobile phones whilst driving.</li> <li>• The grass verges do not seem to be cut as regularly as in the past.</li> <li>• The contractors are not wearing protective equipment whilst working on scaffolding.</li> </ul>
Informal Resolution Complaint	<p>This is the first stage for a Complaint due to dissatisfaction with an outcome you have received such as:</p> <ul style="list-style-type: none"> <li>• Poor service standards</li> <li>• Poor customer service</li> <li>• An employee has acted in an unprofessional manner</li> <li>• The Service Issue you have reported has not been resolved satisfactorily.</li> </ul>
Formal Complaint	<p>This follows the Informal Resolution stage. Stage One is looked at by an appropriate manager who was not involved with the Informal Resolution stage. Stage Two follows on from Stage One and is looked at by a member of the Senior Management Team, not already involved in the Stage One investigation.</p>

Compliment	<p>This is where a customer is pleased with our service delivery or actions by a member of staff. Examples are:</p> <ul style="list-style-type: none"> <li>• The Tradesman was very polite and did an excellent job on the repair.</li> <li>• The Customer Services Advisor was very understanding and went out of their way to help.</li> </ul>
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2.2 If the service request is in relation to a claim against Tai Tarian you may wish to pursue advice through alternate services such as Citizens Advice Service, a solicitor, claims management companies etc.

2.3 Also, this policy does not apply if the matter relates to Data Protection issues. Should you have any service requests regarding this, please contact our Corporate Services Team on 01639 505854.

2.4 A simple Flowchart is included as Appendix 1 to highlight the various stages of the process.

### **3.0 Request for a Service**

3.1 If you are approaching us for a service for the first time, then this procedure does not apply. You should first give the relevant department time to respond to your request. Examples of a request for service are given in the table on page 2.

### **4.0 Service Issue**

4.1 When you have requested a service and something needs addressing, it is still better to contact the relevant department to try and resolve this quickly. If possible, we believe it is best to deal with things straight away rather than try to sort them out later. If you have a service issue, raise it with the person you are dealing with, for example your Tenancy Relations Officer, Tenant Liaison Officer, or the Repairs Team. Examples of service issues are given in the table on page 2.

## **5.0 Concern**

- 5.1 Where you have a general concern regarding Tai Tarian, you can discuss this with the relevant department or contact the Customer Liaison Officer, who will bring your concerns to the attention of the relevant service area within the organisation.

## **6.0 Informal Resolution**

- 6.1 If you feel dissatisfied with the response to the service issue, you can contact the Customer Liaison Officer in the Feedback Team, to make a complaint. They will aim to acknowledge your complaint within a reasonable timescale usually within 5 working days. You will need to fully explain the nature of the complaint and what outcome you are hoping for.
- 6.2 Normally, we will only be able to look at your complaints if you tell us about them within 12 months. This is because it is better to look into your concerns while the issues are still fresh in everyone's mind.
- 6.3 We may exceptionally be able to look at complaints which are brought to our attention later than this. However, you will have to give us strong reasons why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. In any event, regardless of the circumstances, we will not consider any concerns about matters that took place more than three years ago.
- 6.4 If you are making a complaint on behalf of somebody else, we will need their written agreement to you acting on their behalf.
- 6.5 Wherever possible, we try to deal with the complaint via Informal Resolution, as it speeds up the process for both parties and usually allows Tai Tarian to deal with the complaint quickly. The majority of complaints raised are resolved via Informal Resolution.
- 6.6 If there are any lessons to learn from addressing your complaint the Customer Liaison Officer will bring these to the attention of the relevant department.

- 6.7 Tai Tarian wants to make sure that every complaint is resolved promptly at the Informal Resolution stage by the most appropriate person who knows about that area of work. We do recognise however, that there will be occasions where the person who has raised the complaint will not be satisfied with the response they initially receive.
- 6.8 Following the Informal Resolution stage, there are two formal investigation stages. It is important that you fully explain what outcome you are hoping for in order to progress your complaint to this level.
- 6.9 We will aim to resolve complaints as quickly as possible and expect to deal with the vast majority of informal complaints within 30 Calendar days.

## **7.0 How to Complain Formally**

- 7.1 Where an issue cannot be resolved by Informal Resolution, a formal complaint may be made verbally, in writing, over the telephone, through email or via a third party. A complaints form has been provided in Annex A of this Procedure and you should either complete this or use it as a guide to the information you provide via your preferred form of communication.
- Telephone number: 01639 505856
  - Email: [feedback@taitarian.co.uk](mailto:feedback@taitarian.co.uk)
  - Write to: Feedback Team, Tai Tarian Ltd, Ty Gwyn, Brunel Way, Baglan Energy Park, Neath, SA11 2FP.
- 7.2 We aim to have a copy of the complaints form at all of our offices. Copies of the Procedure and the complaint form will be made available, wherever reasonable in large print and community languages upon request from a member of the Feedback Team. There is an audio version of the Procedure on our website and a braille copy is held with the Feedback Team, at Tŷ Gwyn, Brunel Way, Baglan Energy Park, Neath, SA11 2FP
- 7.3 All staff will be courteous, honest, and helpful when a complaint is received, and we will ensure that no one is disadvantaged because they have made a complaint.

## **8.0 Dealing with Formal Complaints**

- 8.1 Tai Tarian will aim to acknowledge your request for a formal complaint to be considered within 5 working days and let you know how we intend to deal with it.
- 8.2 We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements, for example, if you have a disability.

## **9.0 Stage One**

- 9.1 In order to allow for flexibility in recording of complaints they can be reported via our website, direct via phone, in writing or requesting a form. We will also ask you to tell us what outcome you are hoping for to resolve the complaint.
- 9.2 If your complaint is straightforward, we will usually ask the appropriate manager from the service you are complaining about to look into it and get back to you.
- 9.3 The person who is investigating your complaint will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.
- 9.4 The person looking at your complaint will usually need to see the files we hold relevant to your complaint. This could include notes of conversations, letters, e-mails or whatever may be relevant to your particular complaint. If you do not want this to happen, it is important that you tell us. In some instances, they may ask to meet you to discuss your complaint. If necessary, they will talk to the staff or others involved and look at our policies and any legal entitlement and guidance.
- 9.5 If there is a simple solution to your problem, we may ask you if you are happy to accept this. For example, where you asked for a service and we see straight



away that you should have had it we will offer to provide the service rather than investigate and produce a report.

9.6 Occasionally, we might suggest mediation to try to resolve disputes.

9.7 We will aim to resolve complaints as quickly as possible and expect to deal with the vast majority of formal complaints within 30 Calendar days. If your complaint is more complex, we will:

- let you know within this time why we think it may take longer to investigate.
- tell you how long we expect it to take.
- let you know where we have reached with the investigation; and
- give you regular updates, including telling you whether any developments might change our original estimate.

## **10.0 Outcome**

10.1 If we investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication. This could be by letter, telephone, or e-mail, for example. We will explain how and why we came to our conclusions.

10.2 If we find that we got it wrong, we will apologise and tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you how we plan to change things to stop it happening again.

## **11.0 Stage Two**

11.1 If you are not happy with the response you receive at stage one, you can ask that it be reconsidered by a member of the Senior Management Team. The process of investigation set out under the stage one process above will also apply at stage two formal investigation.

## **12.0 What if there is more than one body involved?**

12.1 If the complaint is about a body working on our behalf (for example, repair and maintenance contractors) we will look into your concerns ourselves and respond to you.

### **13.0 Putting Things Right**

- 13.1 If we did not provide a service you should have had, we will aim to provide it now if that is possible. If we did not do something well, we will aim to put it right. If you have lost out as a result of a mistake on our part, we will try to put you back in the position you would have been in if we had got it right.

### **14.0 Learning Lessons**

- 14.1 We take your complaints seriously and try to learn from any mistakes we have made. Our Senior Management Team considers a summary of all complaints, as well as details of any serious complaints. Our Board also receives updates on the number and type of formal complaints received, their outcomes and any lessons learned as a consequence.
- 14.2 Where there is a need for change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it by.

### **15.0 What if I need help?**

- 15.1 Our staff will aim to help you make your concerns known to us. If you need extra assistance, we will try to put you in touch with someone who can help. You may wish to contact, for example, Citizens Advice Bureau who may be able to assist you.
- 15.2 You can also use this procedure if you are someone under the age of 18. If you need help, you can speak to someone on the Meic Helpline (phone 08088023456, [www.meiccymru.org](http://www.meiccymru.org)) or contact the Children's Commissioner for Wales. Contact details are:

Telephone number: 01792 765600

Email: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

Website: [www.childcom.org.uk](http://www.childcom.org.uk)

Address: Oystermouth House, Phoenix Way, Llansamlet,  
Swansea, SA7 9FS

## **16.0 Ombudsman**

16.1 If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all public bodies.

16.2 The Ombudsman can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- Have been treated unfairly or received a bad service through some failure on the part of the body providing it; and
- Have been disadvantaged personally by maladministration or service failure.

16.3 The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right.

16.4 You can contact the Ombudsman by:

- Phone: 0300 790 0203
- E-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)
- The website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)
- Writing to: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ.

16.5 There are also other organisations that consider complaints. For example, the Welsh Language Commissioner about services in Welsh. We can advise you about such organisations.

## **17.0 Links with other policies, procedures, and strategies - What we expect from you**

17.1 In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

17.2 We believe that all customers have the right to be heard, understood, and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands, or unreasonable persistence. We have a separate procedure on unacceptable behaviour by customers to manage situations where we find that someone's actions are unacceptable. A copy of this Procedure will be made readily available to all stakeholders on Tai Tarian' website [www.taitarian.co.uk](http://www.taitarian.co.uk). Hard copies are available on request from the Feedback Team.

## **18.0 Compliments**

18.1 If you feel that we have provided an excellent customer experience and would like to share with us how we have achieved this, then we would be grateful for your feedback. This is helpful to understand what is important to you, so that we may learn from these experiences and share with the organisation.

18.2 If you would like to compliment an individual or a team then you can do so by contacting:

- Telephone number: 01639 505856
- Email: [feedback@taitarian.co.uk](mailto:feedback@taitarian.co.uk)
- Write to: Feedback Team, Tenant Engagement and External Affairs, Tai Tarian Ltd, Ty Gwyn, Brunel Way, Baglan Energy Park, Neath, SA11 2FP.

## **19.0 Welsh Language Implications**

19.1 This Procedure complies with Tai Tarian's Welsh Language Scheme. Details of which can be found on our website under the Welsh Section.

## **20.0 Equality Implications**

20.1 Tai Tarian is committed to giving an equal service to all. Any action taken under this policy will comply with current equalities legislation.

20.2 Tai Tarian staff will operate within the Equality and Diversity Policy and will seek to address any specific needs which may arise in respect of ethnic minorities, people with disabilities, the elderly or vulnerable residents.

- 20.3 Tai Tarian will, in all reasonable circumstances, make information available in a variety of information formats, including large print; braille, audio tape; and community languages.

## **21.0 Procedure Monitoring**

- 21.1 This Procedure will be monitored on a regular basis to ensure it remains fit for purpose and reflects the practices of Tai Tarian and any changes in legislation.

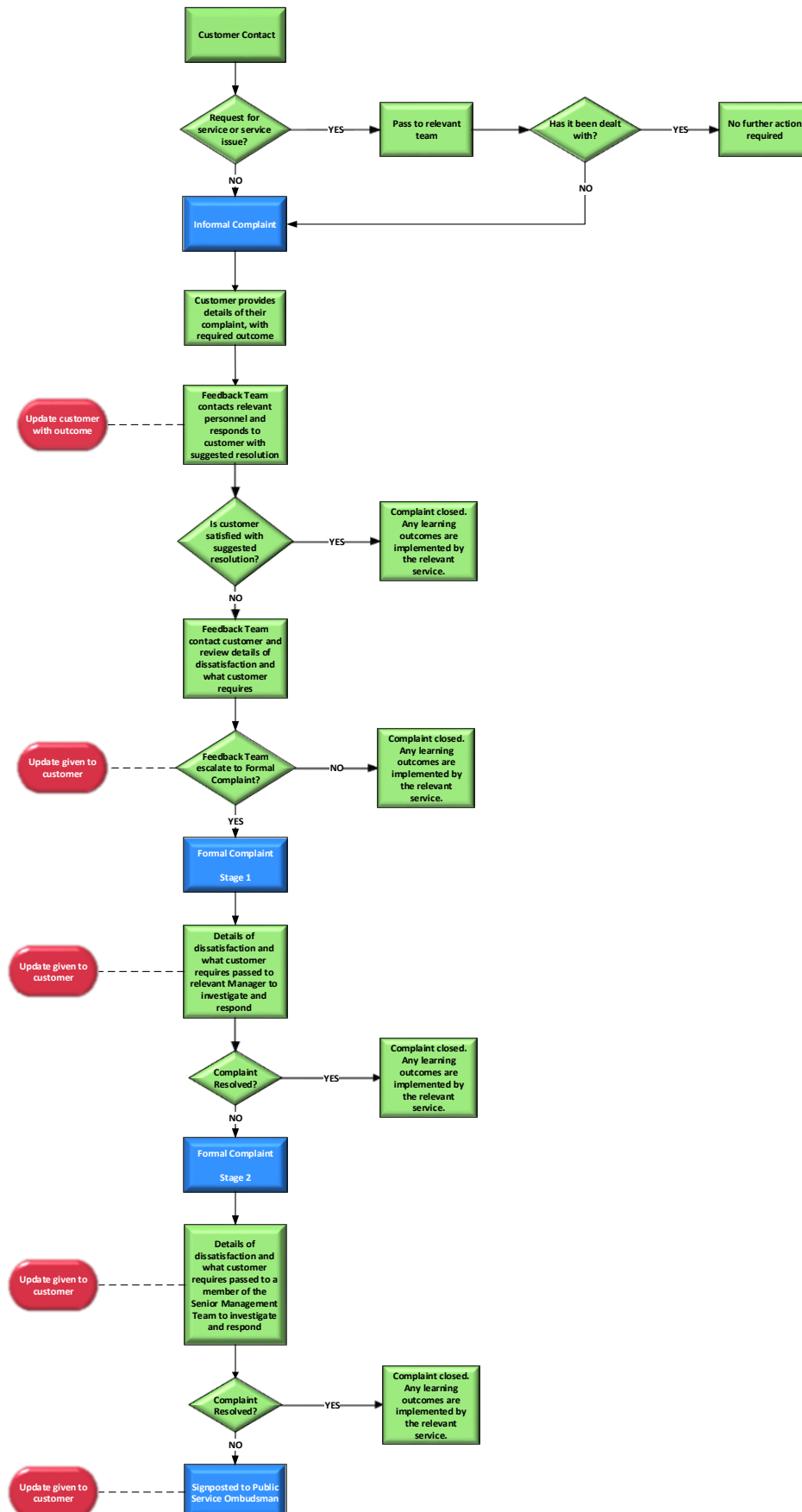
## **22.0 Accessibility**

- 22.1 The Procedure is readily available to all stakeholders on the Tai Tarian website [www.taitarian.co.uk](http://www.taitarian.co.uk). Hard copies are available on request from the Feedback Team. We can also look to providing a number of alternative options such as audio, braille. Alternatively, we can look to translate or provide an alternative solution, for example language line on request, via the Feedback Team, at Tŷ Gwyn, Brunel Way, Baglan Energy Park, Neath.

# Appendix 1

## SERVICE ISSUES, CONCERNS & COMPLAINTS FLOWCHART

## APPENDIX 1



## Appendix 2

### Model Concern/Complaint form

<b>A: Your details</b>  Surname:  Forename(s)  Title: Mr/Mrs/Miss/Ms/if other please state:		
Address and postcode:		
Your e-mail address:		
Daytime contact phone number:		
Mobile number:		

Please state by which of the preferred methods you would prefer us to contact you?

**Your requirements:** if our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help 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: Making a complaint on behalf of someone else: Their details

Their name in full	
Address and Postcode	

What is your relationship to them	
Why are you making a complaint on their behalf?	

**C: About your complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary)**

Name of the section/service/person you are complaining about:

What do you think they did wrong, or failed to do?

Describe how you personally have suffered or have been affected.

What do you think should be done to address your service issue/complaint and put things right?

When did you first become aware of the problem?

Have you already put your complaint to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.

If it is more than 6 months since you became first aware of the problem, please give the reason why you have not complained before now. We are only able to look at a complaint which is more than 6 months ago if you can provide strong reasons for the delay in contacting us. In any event, we will not consider any concerns about matters that took place more than 3 years ago.

If you have any documents to support your concern/complaint, please attach them with this form.

**Signature:**

**Date:**