



# **Tai Tarian**

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

<b>Document Control</b>			
<b>Version Number:</b>	<b>4</b>	<b>Date Equality Impact Assessment completed:</b>	<b>12 May 2023</b>
<b>Applicable To:</b>	<b>All Stakeholders</b>	<b>Date Approved</b>	<b>08 June 2023</b>
<b>Responsible Officer:</b>	<b>Head of Tenant Engagement and External Affairs &amp; Customer Liaison Officer</b>	<b>Next Review Date:</b>	<b>09 June 2026</b>

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

## **Introduction**

Tai Tarian is committed to great customer service and dealing effectively with any service issues, concerns or complaints about the organisation. If Tai Tarian has got something wrong, the organisation will apologise and, where possible, try to put it right. Tai Tarian aims to learn from mistakes and use the information gained from the service issue, concern or complaint to improve services.

## **Who does the policy relate to?**

Contract-holders, leaseholders and all other stakeholders are covered by this policy. Stakeholders may be applicants wishing to become a contract-holder of Tai Tarian, an owner occupier who lives in proximity to properties owned by Tai Tarian, or members of the public who have had an interaction with the organisation.

## **Links with other documents**

This policy links with our Service Issues, Concerns, Complaints and Compliments procedure held on our website which explains each in more detail providing examples of each and how the process will be managed.

## **Request for a service**

If approaching Tai Tarian to discuss a service for the first time, (e.g., reporting a repair, neighbour nuisance, anti-social behaviour) then this policy does not apply. Contact should be made to the appropriate department such as the Repairs Helpline or a Housing Officer/Tenant Liaison Officer/Intensive Housing Management Officer. The request will be dealt with as soon as practically possible by the relevant team.

## **Service issue**

Following a request for service, there may be an issue that needs addressing, such as the tradesman has not turned up or the contractors have left a mess, in these cases it is recommended that contact be made with the relevant department in the first instance such as the Repairs Helpline, Housing Officer/Tenant Liaison Officer/Intensive Housing Management Officer. This speeds up the process for both parties and usually allows the service area to deal with the issues raised quickly and to a satisfactory resolution.

## **Concerns**

Any general concerns regarding the organisation are addressed by the relevant department. Examples of these are included in the Service Issues, Concerns, Complaints and Compliments Procedure.

If Tai Tarian fail to deal adequately with the issues above, then the organisation will deal with your complaint as described below.

### **Informal resolution**

The Customer Liaison Officer deals with all complaints and wherever possible, will deal with them informally, this speeds up the process for both parties to enable a satisfactory resolution.

However, the organisation recognises that there will be occasions where the person who has raised an informal complaint, will not be satisfied with the outcome they receive. In these instances, the organisation will deal with the matter through its formal complaints process.

### **How to complain formally**

There are two formal investigation stages, **Stage One** and **Stage Two** that follow the model complaints policy, recommended by the Public Ombudsman for Wales.

#### **Formal complaint - Stage One**

A Stage One complaint is investigated by an appropriate manager, not involved at the Informal Resolution stage.

#### **Formal complaint - Stage Two**

The Stage Two complaint is investigated by a member of the Senior Management Team not involved in the Stage One investigation.

### **Ombudsman**

If Tai Tarian does not succeed in resolving the formal complaint, then contact may be made to the Public Services Ombudsman for Wales. The Ombudsman is independent of all public bodies. The Ombudsman may be contacted 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.

### **Compliments**

Tai Tarian welcomes positive feedback regarding customer experience from all stakeholders. The majority of compliments are collated by the Customer Liaison Officer.

## **Welsh language implications**

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

## **Equality implications**

Tai Tarian is committed to giving an equal service to all. Any action taken under this policy will comply with current equalities legislation. This policy has also undergone a full equalities impact assessment.

## **Policy monitoring**

This policy will be monitored on a regular basis, as set out on the front page of this document to ensure it remains fit for purpose and reflects the practices of Tai Tarian and any changes in legislation.

## **Accessibility**

The policy 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. Every effort will be made to provide alternative options such as audio, braille upon request. 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.