

Tai Tarian

Service Issues, Concerns, Complaints and Compliments Policy

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Applicable To:	All Stakeholders	Date Approved by EMT:	25 June 2020
Responsible Officer:	Head of Tenant Engagement and External Affairs & Customer Liaison Officer	Next Review Date:	09 June 2023

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, Feedback 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?

Tenants, leaseholders and all other stakeholders are covered by this Policy. Stakeholders may be applicants wishing to become a tenant of Tai Tarian, an owner occupier who lives in proximity to properties owned by Tai Tarian, or members of the public who have had interactions 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 in more detail and give examples of what each one is and how the process will be managed.

Request for a Service

When approaching Tai Tarian for 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 Tenancy Relations Officer. The request will be dealt with as soon as possible.

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 better to contact the relevant department in the first instance such as the Repairs Helpline, Tenancy Relations Officer or your Tenant Liaison 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 via its formal complaints process.

How to Complain Formally

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

Formal Complaint - Stage One

The Stage One complaint is investigated by an appropriate manager, not involved in 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

the website: 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.

Policy Monitoring

This Policy 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.

Accessibility

The Policy is readily available to all stakeholders on the Tai Tarian website 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..