

How to make your views known



Suggestions
Taff Housing Association
Alexandria House
307-315
Canton
Cardiff
CF5 1JD

Compliments, Complaints and Suggestions

We aim to provide a high quality service. To help us to do this we want to hear from you. We welcome your feedback whether it's a compliment, complaint or suggestion. We want to learn from our mistakes and put things right.

Complaints

When to complain

You should complain if you are unhappy about something that we have done, have failed to do, or have not done properly.

Complaints do not include requests for a service, for example, reporting a repair for the first time. However, if you have reported a repair and we have not carried out the work when we said we would, it becomes a complaint.

It can be difficult to look into things that happened a long time ago, so we would normally only deal with complaints about things that happened in the last six months.

Who can make a complaint?

- Tenants and residents.
- Support service users.
- Neighbours of Taff tenants.
- Anyone acting on behalf of a Taff tenant or service user, as long as they have their permission to do so.



How do I make a complaint?

You can make a complaint by:

- Phoning us on 029 2025 9100.
- E-mailing us at complaints@taffhousing.co.uk.
- Visiting our website at www.taffhousing.co.uk.
- Using our feedback form.
- Visiting our office.

There are several stages in our complaints procedure.

Stage 1 – Informal Complaints

Most complaints can usually be dealt with informally and you should try talking to the member of staff that you have been dealing with to resolve the problem. If you don't feel that you can do this, talk to the person's manager who will also help you try to resolve it informally. If you are not sure who the Manager is, contact our reception on 029 2025 9100.

Stage 2 – Formal Complaints

If you have tried dealing with it informally and are not happy with the response, let us know and the complaint will be dealt with by a Director of the Association.



Stage 3 – Chief Executive

If you are still unhappy you can write to our Chief Executive.

Public Service Ombudsman for Wales

If you feel that we have not dealt with your complaint properly you have a right to complain to the Public Service Ombudsman for Wales at any stage, who is independent and impartial. To find out more about the Ombudsman, ask us for a copy of their leaflet 'Want to complain about a public body? – You and the Ombudsman.'

The address for the Ombudsman for Wales is:

Public Services Ombudsman For Wales,
1 Ffordd yr Hen Gae,
Pencoed,
CF35 5LJ

www.ombudsman-wales.org.uk



How will my complaint be dealt with?

We will always try to reply to you within 5 working days. If we can't do this we will let you know why and tell you how long it will take.

At all stages of a complaint you can expect us to:

- ✓ Act professionally.
- ✓ Listen to what you are saying.
- ✓ Learn from what you say.
- ✓ Treat you fairly.
- ✓ Tell you what you can do if you are still not satisfied.
- ✓ Ask you what you would like as an outcome to your complaint.
- ✓ Advise you of your right to complain to the Public Service Ombudsman.



If your complaint has reached the formal stage you can also expect us to:

- Register your complaint and give you a reference number.
- Explain to you what will happen next.
- Agree a communication method with you.
- Make sure that someone who has not been involved in your case deals with it.
- Let you know the outcome of your complaint in writing.

How can I pay a compliment or make a suggestion?

We all like to know when we are doing something well and here at Taff we are no different. All compliments are passed onto staff and our Board of Management. Compliments help us know what we are doing well and what you want us to keep doing.



We also want to hear from you if you have a suggestion on how to improve our service to you.

You can pass on a compliment or suggestion by:

- Phoning us on: 029 2025 9100.
- E-mailing us at: compliments@taffhousing.co.uk.
- Visiting our website at: www.taffhousing.co.uk.
- Using our feedback form.
- Visiting our office.

For further information

Leaflets are available in English and Welsh on 'How to Make Your Views Known' in the reception area of our office:

Taff Housing Association
Alexandra House
307-315 Cowbridge Road East
Canton
Cardiff
CF5 1JD

Telephone 029 2025 9100





If you would like a copy of our complaints policy please request one from a member of staff.

Similarly if you would like any information in a different language please speak to a member of staff.

Alternatively you can download a copy of our complaints policy from our website: www.taffhousing.co.uk and select your preferred language from our home page.