



PEMBROKESHIRE HOUSING
TAI SIR BENFRO



Complaints

Mae'r daflen yma ar gael yn Gymraeg

Dear Sir,

Complaints

1. POLICY

1.1 The Complaints Policy applies to all Tenants, Applicants and Members of the Public using Pembrokeshire Housing's schemes.

2. INTRODUCTION

2.1 Pembrokeshire Housing is committed to a high standard of service provision to its customers. However, circumstances may arise from time to time in which either Pembrokeshire Housing's service standards are not met, or a customer may have different expectations of those standards, giving rise to complaints.

2.2 A copy of Pembrokeshire Housing's Procedure regarding complaints is to be sent to any Tenant or person wishing to use the complaints procedure.

3. DEFINITION OF A COMPLAINT

3.1 A complaint may arise where a customer feels:

- The service they received they received from Pembrokeshire Housing has failed to meet our service standard.
- They have not been treated in accordance with our policies and procedures.
- They are unhappy with the behaviour or attitude of our staff or contractors.
- The services provided or policies of Pembrokeshire Housing fail to meet the requirements of legislation or the Welsh Assembly Government.

3.2 The complaint will be dealt with within a staged framework which is designed to resolve the complaint at the earliest opportunity, is straightforward, fair and impartial with defined timescales and is consistent with Pembrokeshire Housing's obligations to the Welsh Assembly Government.

4. COMPLAINTS PROCEDURE

4.1 In the first instance, complaints will be dealt with by:

- The Housing Manager - complaints relating to the Management or Maintenance of property -
- Complaints about an officer designated as investigating a complaint are dealt with by the next highest senior person within Pembrokeshire Housing.



The complaint will be acknowledged within 7 days and the circumstances investigated. The Housing Manager will seek to resolve the matter within 28 days.

If still not satisfied and the complainant still feels the complaint should be investigated further, then a letter should be sent to the Director of Housing.

A written response will be sent to the complainant within 10 days. If the tenant still feels they have been treated unfairly, then they may appeal to the Chief Executive of Pembrokeshire Housing who will investigate and reply.

If still dissatisfied, the tenant may appeal to Pembrokeshire Housing's Board of Management. The Board will investigate and reply.

If still dissatisfied and the complaint is about something that happened before 15th July 2005, the tenant may appeal to the Head of Regulation Branch, Housing Directorate, Welsh Assembly Government, Merthyr Tydfil Office, Rhydylar, Merthyr Tydfil CF48 1UZ. Tel: 01685 729160. Email: RSLcomplaints@wales.gsi.gov.uk

If still dissatisfied and the complaint is about something that happened on or after 15th July 2005, the tenant may complain to the Social Ombudsman for Wales, Fford yr Hen Gae, Pencoed, Bridgend, CF35 5LJ. Tel: 01656 641150. Email: ask@ombudsman-wales.org.uk.

Website: www.ombudsman-wales.org.uk.

5. COMPLAINTS PROCEDURE - ADMINISTRATION

5.1 All complaints will be recorded in a central register maintained by the Corporate Services Manager. This will be used to monitor complaints and provide analysis for reporting to Board.

5.2 Upon receipt the complaint will be logged in the register and issued with a reference number by the Corporate Services Manager.

5.3 Pembrokeshire Housing will monitor all customer complaints and ensure that the outcome of complaints is taken into account when reviewing the service and performance of staff and contractors.



5.4 Reports will be provided to the Board of Management every 6 months outlining the number, nature and outcome of complaints.

5.5 A copy of the response must be included in the complaints log.

6. ADVICE TO CUSTOMERS ON MAKING COMPLAINTS

Complainants should be encouraged to set out their grievance in writing but some complaints may be made verbally.

6.1 All responses to complaints will be in writing and give a reason for Pembrokeshire Housing's decision. Customers will be informed of any changes that result.

7. EQUAL OPPORTUNITIES

If a complaint is about the conduct of an employees or agent of Pembrokeshire Housing, the complainant should be asked to complete an Equal Opportunities monitoring form.

8. RESPONSE TO A COMPLAINT

Pembrokeshire Housing's response to a complaint should contain:

- Pembrokeshire Housing's decisions, reasons for this and action.
- An apology, if the complaint is justified.
- Details of compensation (if relevant).

9. REWARD

9.1 Pembrokeshire Housing will develop various prize draws and reward schemes to encourage customer feedback.



10. CUSTOMER INFORMATION

11.1 Pembrokeshire Housing's Policy and Procedures to deal with complaints will be widely publicised on a regular basis.

11. STAFF TRAINING

12.1 Staff will be provided with procedural guidance and training consistent with the Customer Feedback, Rewards and Compensation Policy.

13. REVIEW

13.1 This procedure will be subject to review in July 2008 following the Policy Review of Customer Feedback, Rewards and Compensation.



Neighbour Complaint Incident Diary

THIS FORM IS FOR YOU TO KEEP AS A RECORD OF INCIDENTS

Your Name: _____


Your Address: _____

Date & Time of incident	Where did the incident occur?	Brief details of what happened

Signed: _____



Your Telephone number: _____

Who did it?	Witnesses Names and addresses	Did you report it to anyone? If so, who? eg police, EHO	Any other comments
			

Date: _____





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Pembrokeshire Housing is a Charitable Organisation

Gofynnwch os ydych chi'n eisiau fersiwn Gymraeg o'r daflen yma

Complaints

Office Hours:

Monday to Thursday
9:00 - 17:00
Friday
9:00 - 16:30