



Cartrefi Cymunedol Gwynedd Cyf (CCG) is committed to dealing effectively, fairly and impartially with any concerns or complaints you may have about the service we or any of our contractors provide. We aim to clarify any issues about which you are unsure about.

## **What is classed as a complaint?**

A complaint is where a customer is unhappy with the service they have received from CCG or our contractors. This includes occasions where you believe that:

- We have done something we should not have done
- We have not done something we should have done
- When an employee of CCG (or any of our contractors) behaviour has been inappropriate
- A service we provided has not been delivered to the quality, safety, frequency or cost expected
- Our decision making process has been flawed
- CCG have worked outside policy or protocol

## **What is not covered by this policy?**

If you are contacting us for a service for the first time (e.g. requesting a repair, making an insurance claim or have issues with anti-social behaviour) we ask that you give us a chance to respond to your request.

If you wish to make an anonymous complaint please be aware that although we may act on the information provided, we are unable to advise you of the action taken to deal with the issue. Should you wish to remain anonymous please state the reasoning for this when making the complaint.

## **How will we deal with complaints?**

We will deal with your complaint in an open and honest way and make sure that you don't suffer just because you have made a complaint.

Normally, we will only be able to look at your concerns if you tell us about them within **six months**. This is because it is better to look into your concerns while the issues are still fresh in everyone's mind. We may exceptionally be able to look at concerns which are brought to our attention later than this.

If you are expressing a concern on behalf of somebody else, we will need their agreement to you acting on their behalf.

## **If there is more than one body involved**

If your complaint covers more than one body or organisation (e.g. Gwynedd Council regarding street lighting) we will usually work with them to decide who should take the lead in dealing with your concerns.

## **The Complaints Procedure**

We believe it's best to deal with things straight away rather than try to sort them out later. To make a complaint, you can:

- Contact our contact centre on **0300 123 8084** and tell us that you wish to make a complaint
  - Send an e-mail to [enquiries@ccgwynedd.org.uk](mailto:enquiries@ccgwynedd.org.uk)  
You can fill out a complaint form (available on our website) or write a letter to the *Complaints Department* at *Cartrefi Cymunedol Gwynedd, PO Box 206, Bangor, LL57 9DS*
  - Tell a member of CCG staff e.g. community warden
  - Contact us through our Facebook or Twitter pages
- The Customer Services Team are responsible for dealing with your complaint. Once it has reached the Customer Care Co-ordinator, you will receive **acknowledgment the next working day**.
  - The Customer Care Co-ordinator will work alongside the relevant officers/departments in investigating your complaint. Where appropriate a CCG member of staff will arrange a face to face visit within **5 working days** of receiving the complaint and formally respond to the complaint within **10 working days**.
  - If you're satisfied with the response but the complaint hasn't been resolved (e.g. repairs work still not completed) you will be contacted with regular updates regarding this decision, and this should continue until you are happy that we have fully resolved your complaint
  - Following this response, if you are not satisfied with the outcome of our investigation you can request to escalate the complaint to a member of CCG's Senior Leadership Team.
  - The Senior Leadership Team member will be independent from the department your complaint relates to. They will assess and revise the complaint, you will receive an **acknowledgement letter within one working day** and if appropriate arrange to visit you within **5 working days** of receiving the complaint and formally respond to the complaint within **15 working days**. Depending on the nature of the complaint, they will:
    - Reverse the decision
    - Offer a brand new resolution
    - Support and stick to the original resolution
    - Take other appropriate action
  - Should they offer a new resolution, you will be contacted with regular updates regarding this decision, and this should continue until you are happy that we have fully resolved your complaint.

## **Putting things right**

If we didn't provide a service you should have had, we'll aim to provide it now if that's possible. If we didn't do something well, we'll aim to put it right. If you have lost out as a result of a mistake on our part, we'll try to put you back in the position you would have been in if we'd got it right.

Whilst there may be some circumstances where compensation is appropriate for losses or expense incurred that has been caused by our action or inaction, compensation should not be seen as the primary method of resolution.

If we get it wrong, we will always apologise.

## **Ombudsman**

If you have exhausted our complaints procedure, and we still haven't succeeded in resolving your complaint to your satisfaction, you can complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of Cartrefi Cymunedol Gwynedd and 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 Cartrefi Cymunedol Gwynedd
- Have been disadvantaged personally by a service failure or have been treated unfairly

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. 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 The Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, Bridgend, CF35 5LJ

Should you decide to refer your complaint to the Public Services Ombudsman for Wales, CCG's Customer Service Manager will ensure that all the details relating to your complaint are forwarded to them.

There are also other organisations and bodies that can consider complaints and assist you, for example Shelter Cymru, Citizens Advice Cymru, Age Concern. You can also raise issues via your local councillor, Assembly Member or Member of Parliament or a Solicitor.

## **Learning Lessons and Monitoring**

We take your concerns and complaints seriously and try to learn from any mistakes we've made. We intend to put measures in place to ensure that we try to learn lessons from your complaint, which should hopefully ensure that we provide our customers with the best service possible.

## **What we expect from you**

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 concern or a complaint. We believe that all complainants have the right to be heard, understood and respected. However we also feel that our staff have the same rights.

We therefore, ask that you are 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 policy to manage situations where we find that someone's behaviour is unacceptable.

## **Equality and Diversity**

We realise how important it is to recognise the needs of a diverse population, and that we work in accordance with CCG's Equality and Diversity Policy when dealing with complaints. (*Our policies, including this document, are available on our website [www.ccgwynedd.org.uk](http://www.ccgwynedd.org.uk)*)