



YOUR VIEWS



We are committed to dealing effectively, fairly and impartially with any concerns or complaints you may have about the service we or any one of our contractors provide.

WHAT IS A COMPLAINT?

A complaint is when a customer is unhappy with the service they have received from CCG or any one of our contractors. This could include when:

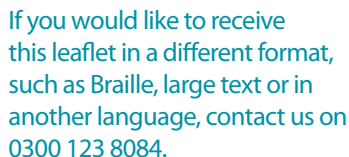
- we've done something we shouldn't have
- we haven't done something we should have
- when an employee of CCG has behaved inappropriately
- a service we have provided has not been to the standard expected
- our decision making process has been flawed
- CCG has not followed policy or protocol

If you are approaching us about a service for the first time we ask that you give us a chance to respond to your request.

You can make an anonymous complaint but please be aware that although we may act on the information you give we will be unable to advise you of the action taken to deal with the issue.

HOW DO WE DEAL WITH COMPLAINTS?

We will deal with your complaint in an open and honest way and make sure that your dealings with us do not 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. If you are expressing a concern on behalf



If you would like to receive this leaflet in a different format, such as Braille, large text or in another language, contact us on 0300 123 8084.

of somebody else, we will need their agreement to you acting on their behalf.

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**
- 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.

PUTTING THINGS RIGHT

If we didn't provide a service that you should have had, we'll aim to provide it if that's possible. If we didn't do something right we'll aim to correct it. If we get it wrong, we will always apologise.

OMBUDSMAN

If we don't succeed in resolving your complaint to your satisfaction, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of CCG. They 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 our part.

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
- www.ombudsman-wales.org.uk
- Writing to The Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, Bridgend, CF35 5LJ

There are also other organisations and bodies that can consider complaints and assist you, for example Shelter Cymru or Citizens Advice Cymru. You can also raise issues with your 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 monitor complaints from each service to make sure that we record lessons learnt from each complaint.

WHAT WE EXPECT FROM YOU

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights.

We therefore, ask that you are polite in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

For a full copy of our complaints policy please contact us on 0300 123 8084 or visit our website www.ccgwynedd.org