

## **COMPLAINTS AND CONCERNS POLICY**

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## 1. INTRODUCTION

- 1.1 We encourage feedback to improve our service. The purpose of this policy is to ensure that Cartrefi Cymunedol Gwynedd (CCG) has an effective way of dealing with concerns and complaints about us or any one of our contractors who provide a service on our behalf. We are keen to ensure that we learn from our mistakes and use the information to improve our services.

## 2. OUR PRINCIPLES

- 2.1 Our aim, if possible, is to put right any mistake we have made. If we haven't provided a service that the complainant should have received, we will provide if that's still possible. If we've done something wrong we will:
- Apologise
  - Accept responsibility
  - Be open and honest
  - Correct any mistakes as soon as possible
  - Listen to you to improve the service
  - Provide information regarding time schedules
  - Provide regular updates
  - Ensure that you will not suffer as a result of the complaint
  - Learn from our mistakes
- 2.2 In some cases compensation will be offered where appropriate, however it should not be seen as the primary method of resolution. We will consider compensation claims in accordance with CCG's 'compensation policy'.
- 2.3 A complaint can be made in the following ways:
- Informing any member of staff
  - Filling out a complaint form – A customer can request a form from the member of staff they are dealing with or by contacting 0300 1238084. Forms are also available at our area offices and on our website [www.ccgwynedd.org.uk](http://www.ccgwynedd.org.uk)
  - A customer can make a complaint over the phone by contacting our customer services team on 0300 1238084 stating that they wish to make a complaint
  - A customer can e-mail their complaint to – [enquiries@ccgwynedd.org.uk](mailto:enquiries@ccgwynedd.org.uk)
  - A customer can write a letter to the Complaints Department at Cartrefi Cymunedol Gwynedd, PO Box 206, Bangor, Gwynedd, LL57 9DS

## 3. SCOPE

- 3.1 This policy applies to all stakeholders who are unhappy with the service provided by CCG.
- 3.2 It is possible to authorise others to submit a complaint on your behalf e.g. friend, member of family, representative of an organisation (Citizens Advice Bureau), this does not include a legal representative. If a person is expressing a concern on behalf of someone else, we will need confirmation of their agreement for the other person to act on their behalf.

- 3.3 Leaseholders complaints or concerns will be dealt with in line with this policy however as a means of good practice CCG will consider dispute resolution techniques to try and resolve matters amicably and to preserve the relationship between CCG and leaseholder. The different forms of dispute resolutions can be found in CCG's 'Leaseholder policy'.
- 3.4 We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We will manage situations when we find that someone's actions are unacceptable in accordance with 'unreasonably persistent complainants policy'.
- 3.5 Normally we will only be able to look at concerns which have been brought to our attention within six months, this is in accordance with guidance provided by the Public Services Ombudsman for Wales. We can look at particular concerns which are brought to our attention later than this, however, strong reasons would need to be provided as to why the issue was not brought to our attention.

#### **4 WHAT IS A COMPLAINT?**

- 4.1 A complaint is when a customer is unhappy with a service they have received by CCG or one of our contractors. This includes occasions where they believe:
  - CCG has done something wrong
  - CCG has done something they should not have done
  - When the behaviour of a CCG employee (or any one of our contractors) has been inappropriate
  - A service CCG has provided has not been delivered to the appropriate standard
  - CCG's decision making process has been flawed
  - CCG has worked outside policy or protocol

#### **5 WHAT IS NOT A COMPLAINT?**

- If a customer is approaching us for a service for the first time.
- Matters relating to freedom of information
- Complaints from Staff about CCG
- Insurance claims
- Anonymous Complaints – CCG will act on the information provided but will be unable to advise on the action taken to deal with the issue.

#### **6 WHAT WILL HAPPEN IF YOU ARE UNHAPPY WITH THE SERVICE?**

- 6.1 When you report that you are unhappy with the service, we will endeavour to resolve the situation outside the complaints process e.g.
  - Book another appointment
  - Complete the unfinished repair work

## 7 THE COMPLAINTS PROCESS

- 7.1.1 The Customer Services team is responsible for dealing with complaints. Once a complaint has been received by the Customer Services team the complaint will be referred to the Customer Care Co-ordinator. The Customer Care Co-ordinator will be responsible for dealing with your complaint from beginning to the end of the process.
- 7.1.2 The Customer Care Co-ordinator will **acknowledge the complaint within one working day** and will work alongside the relevant officers/departments in investigating the complaint. Where appropriate and beneficial to the investigation a face to face visit will be arranged with the complainant within **5 working days** of receiving the complaint and a formal response will be provided to the complainant within **10 working days**.
- 7.1.3 If the complainant is satisfied with the response but the complaint hasn't been resolved (e.g. repairs work still not completed) they will be contacted with regular updates until resolution. The complaint will only be closed once the complainant has confirmed they are satisfied that the complaint has been resolved.
- 7.1.4 If the complainant isn't satisfied with the response given they can request that the complaint is escalated to a member of CCG's Senior Leadership Team.
- 7.1.5 The Senior Leadership Team member will be independent from the department that the complaint relates to. They will assess and revise the complaint and if appropriate and beneficial to the investigation a face to face visit will be arranged with the complainant within **5 working days** of receiving the complaint. A formal response to the complaint will be provided within **15 working days** from date of escalation. Depending on the nature of the complaint, they will:
- Reverse the decision
  - Offer a new resolution
  - Support and stick to the original resolution
  - Take other appropriate action
- 7.1.6 Should a new resolution be offered to the complainant, they will receive regular updates until the complaint is resolved. The complaint will only be closed once the complainant has confirmed they are satisfied that the complaint has been resolved.
- 7.1.7 Appealing to the Public Services Ombudsman for Wales:
- We will advise complainants of their right to complaint to the Public Services Ombudsman for Wales if they are unsatisfied with the outcome of the official complaint and advise them on how to contact them.
  - Should a complainant decide to complain to the Public Services Ombudsman CCG's Customer Services Manager will ensure that all the details relating to the complaint is forwarded to them.

## **8 MONITORING AND LESSONS LEARNT**

- 8.1 We take concerns and complaints seriously and we will monitor complaints from each service. We record lessons learnt from each complaint and the action taken to improve the service as a result of the complaint.

## **9 EQUALITY AND DIVERSITY**

- 9.1 CCG recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity policy.

## **10 REVIEW**

- 10.1 This policy will be reviewed every 3 years or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant CCG policies.