

## Help us to improve our service

It is only by listening to our customers that we can find out how well we are doing. Receiving complaints and compliments lets us know what things are working well and identifies areas in need of improvement. This information ensures United Welsh can continue to improve and provide customers with the services they want.

### Comments

- Do you have any ideas for ways in which we could do things better at United Welsh.  
If the answer is yes, tell us about them and we can look into your suggestion and see how it might work.

### Compliments

- If you have received a service from United Welsh that you were pleased with, tell us. We can copy that way of working elsewhere in the organisation.

## Will my feedback make a difference?

- All complaints, compliments and comments received by United Welsh are logged and monitored. A complaints log is checked weekly by managers to ensure that responses are given promptly. Departmental Directors check the complaints log each month to make sure that any comments about policies are brought to the attention of the Board of Management.
- The Board of Management receives information about all comments, complaints and compliments made to United Welsh so that they can monitor the quality of services. Everything you tell United Welsh is used to help us make decisions about where to target our energies and how to improve our services to you. We do not consider this procedure a 'paper exercise' and neither should you!

## What to do if I am still not satisfied?

- We believe that the majority of complaints can be resolved internally through our own complaints procedure.
- However, if you are still not happy you have the right of appeal to the Public Sector Ombudsman, the body that funds and regulates registered housing associations like United Welsh.
- The Ombudsman will usually want to know if your complaint can be settled between yourself and United Welsh first, before starting an investigation. So please try our complaints procedure. You can find their address below.  
**Public Services Ombudsman for Wales**  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ

### Contact Us

**United Welsh**, Ty Cennydd, Castle Street, Caerphilly CF83 1NZ  
Tel: (029) 2085 8100 Fax: (029) 2085 8110  
tellmore@uwha.co.uk www.uwha.co.uk

We are able to provide information in other formats including large print, audio tape or an alternative language. Please contact United Welsh for further assistance: (029) 2085 8100 or E-mail: tellmore@uwha.co.uk



**United Welsh Housing Association Ltd**  
Ty Cennydd, Castle Street, Caerphilly CF83 1NZ  
Tel: (029) 2085 8100 Fax: (029) 2085 8110  
E-mail: uwha@uwha.co.uk www.uwha.co.uk

United Welsh Housing Association is a charitable organisation

**Cymdeithas Tai Unedig Cymru Cyf**  
Ty Cennydd, Stryd y Castell, Caerffili CF83 1NZ  
Ffôn: (029) 2085 8100 Ffacs: (029) 2085 8110  
E-bost: uwha@uwha.co.uk www.uwha.co.uk

# Complaints Compliments & Comments

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Help us to  
improve our  
services

www.uwha.co.uk

## What is a complaint?

- ▶ We work very hard to try and provide the best possible service. Occasionally we get things wrong and a service may be provided below the high standards that we expect.
- ▶ If you have received poor service or you are not happy with the way we have dealt with you, tell us so that we can, where possible, sort out the problem.

## What can I complain about?

You may want to complain if you think that:

- a We have not treated you fairly or politely;
- b We have not done something we should have;
- c We have done something badly

- ▶ We take all complaints seriously but there will be times when we can't change a decision (for example, for legal reasons)

- ▶ United Welsh staff are trained to deal with complaints in a professional manner. If we have made a mistake we will put things right and apologise. We will also try to make sure we do not repeat the same mistakes.

## Who can complain?

- ▶ Anyone who comes into contact with United Welsh can make a complaint.
- ▶ Anonymous complaints of whatever nature will be noted but not formally investigated by United Welsh.

## How can I complain?

If you have a complaint about a service you have received or would like to receive, then please follow the steps outlined below:

**1** In most cases the member of staff most directly responsible will deal with your complaint. An important exception to this is when you have made a complaint about a member of staff. In these cases, a manager will deal with your complaint.

- ▶ Talk the matter over with the member of staff you have already dealt with
- ▶ If you are not sure who to contact, please call a member of our customer services team on: 0800 2940195
- ▶ A member of staff will try to resolve your complaint immediately. If this is not possible the complaint will be logged and investigated. You will normally receive a response within 10 working days. Occasionally we may need longer to investigate. We will explain the reasons for any delays and give you some idea how long you may need to wait

**We believe most problems can be quickly sorted out at Stage 1 in this informal way.**

**2** If you are still unhappy and feel that your complaint has not been settled satisfactorily at Stage 1, you can complain to the relevant departmental director.

- ▶ The Director will acknowledge your complaint within 5 working days
- ▶ They will undertake an investigation and advise you of the outcome within 15 working days
- ▶ If we are unable to reply within 15 working days, we will write and tell you why and let you know when you can expect a full reply

## Departmental Directors

### Richard Mann

Director of Development

Issues concerning development work, planned maintenance and heating.

### Paula Kennedy

Director of Housing and Community services

Issues concerning community services, living+, housing management, supported housing, customer services and day-to-day repairs.

### Gareth Hexter

Director of Finance and Corporate services

Issues concerning finance, human resources, information systems, facilities management.

**3** If your complaint has not been resolved at Stage 2, you can complain to the Board of Management at United Welsh. This is the final opportunity for United Welsh to hear your complaint and act on it.

- ▶ The Board of Management will acknowledge your complaint within 10 working days
- ▶ Please note, the Board will not consider your complaint unless officers of United Welsh have already tried to settle it to your satisfaction
- ▶ The Board will consider your complaint and provide you with a full reply within 28 working days

We hope our complaints procedure will help resolve any problems you may have with the way our services are provided.