

Compliments, Complaints and General Feedback

Your guide to our service



United Welsh is committed to dealing effectively with any compliments, complaints or concerns you may have about our service.

We aim to clarify any issues about which you are not sure. If something is wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and our successes and use the information we gain to improve our services. This leaflet will tell you how to contact us and what you can expect from us in return.

General Feedback

We aim to make our service as customer-centered as possible. If you have any suggestions or ideas for services you'd like us to offer, please share them with us. Your feedback will be logged on our system. We will analyse any trends that emerge and your feedback will help shape our policies.

Compliments, Complaints & Feedback

Compliments

We'd love to hear about your positive experiences as this helps us identify services that

are really valued. You can share this by paying us a compliment.

First stage complaint

If possible, we will deal with things straight away rather than try to sort them out later. If you have a concern, you can raise it with the person you are dealing with and they will try to resolve it for you there and then. If there are any lessons to learn from addressing your concern then the member of staff will draw them to our attention.

If the member of staff can't help, they will explain why and may refer you to a colleague. You can expect a response to your concern within five working days.

If you do not feel your concern has been addressed at the first stage of our complaint process then you can request for your complaint to be escalated.



Second Stage complaint

If your complaint was not completely resolved at the first stage or it involves a serious service failure which requires formal investigation, you can request a second stage complaint. This will be logged with our complaints co-ordinators who will ensure you are kept informed at every stage.

We will acknowledge your complaint within five working days. We may appoint a senior member of staff to investigate your concerns. We aim to provide you with their report within 15 working days.

We will apologise for anything we have done wrong and tell you what we propose to do to resolve the situation in full. We will advise you what action we will take to prevent this issue recurring in the future, including any amendment to our policies and procedures. We will send you a satisfaction survey to ensure you are happy with our service.

If you are not happy with the outcome of a second stage complaint, you may complain to the Ombudsman. Please see overleaf for details of how to contact the Ombudsman's office.

What we need from you

- Your name, address and preferred contact numbers
- A detailed description of why you are not satisfied. This should include names of people involved, dates of any incidents, photographs and any other information which will help us investigate your concerns.

Contact us

Tel: Freephone 0800 294 0195
(Option 3) or 029 2085 8100

E-mail: tellmemore@unitedwelsh.com

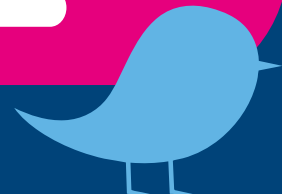
Web: www.unitedwelsh.com

Fax: 029 2085 8110

Write to us:

Customer Services
United Welsh
Y Borth, 13 Beddau Way
Caerphilly CF83 2AX

You can also contact us
through the tenant app



How to contact the Ombudsman

The Public Services Ombudsman for Wales is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- has been treated unfairly or received a bad service through some failure on the part of the body providing it
- has been disadvantaged personally by a service failure or have been treated unfairly.

You can contact the Ombudsman by:

Phone: 0300 790 0203

E-mail:

ask@ombudsman-wales.org.uk

Website:

www.ombudsman-wales.org.uk

Post:

Public Services Ombudsman
for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

