



# Complaints, Compliments and Enquiries Policy.

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## Introduction

The purpose of the Complaints, Compliments and Enquiries Policy is to outline our approach to addressing compliments and complaints raised. We are committed to addressing any complaints raised quickly and effectively and learn from any mistakes or successes in order to:

- Continually improve and enhance the quality of our services.
- Ensure fair treatment through clear and structured processes.
- Demonstrate our commitment to resolving issues efficiently.
- Maintain and foster trust and good relationships.

## Scope

The policy applies to residents, non-residents and advocates who want to share compliments or are dissatisfied with our services. It applies to areas such as:

- Service standards or quality of work.
- Staff attitude or access to services.
- Contractors working on our behalf.
- Communication.
- Any form of discrimination, harassment or unfair treatment.

This policy does not cover:

- Complaints of Anti-Social Behaviour (ASB)
- Complaints relating to external organisations unless instructed to carry out work on our behalf.

## Key definitions

The following table outlines the key definitions that relate to the understanding and interpretation of this policy.



| Term                                       | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Complaint</b>                           | <p>A complaint is feedback about how we did not meet expectations in delivering a service and meet all of the below criteria:</p> <ul style="list-style-type: none"><li>• Is an expression of dissatisfaction or concern.</li><li>• Written, spoken or made by any other communication method available.</li><li>• Made by one or more members of the public (someone in receipt of, or denied a service)</li><li>• The lack of action and/or the standard of service provided.</li><li>• Something which requires a response.</li></ul> |
| <b>Compliment</b>                          | <p>A compliment is a positive statement that expresses admiration or appreciation for a colleague or service provided.</p>                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Stage 1</b>                             | <p>First stage of our formal complaints process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Stage 2</b>                             | <p>Second stage of our formal complaints process.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Public Services Ombudsman for Wales</b> | <p>Independent body that looks into complaints about public services and independent care providers in Wales.</p>                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Ofgem</b>                               | <p>Independent energy regulator working to protect energy consumers ensuring they are treated fairly.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                |



| Term             | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Withdrawn</b> | <p>The complaint has been withdrawn by the complainant, as they no longer wish to pursue the complaint the details of the withdrawal will be noted on the case.</p> <p>A complaint may also be withdrawn if the complainant fails to communicate with us after a complaint is logged. We will make 3 attempts before withdrawing the complaint.</p> <p>We will write to the resident if we have withdrawn the complaint with a clear explanation to the reasons in line with the policy.</p> <p>We will seek to identify any learning from all complaints, even those that are withdrawn.</p> |

## Roles and responsibilities

The following table outlines the key contacts to whom this policy applies, including those accountable and responsible for its implementation, as well as those who should be aware of it.

| Role                                     | Responsibility                                                                                                                                                                                                                                               |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Hedyn Board</b>                       | Overall accountability for ensuring that Hedyn meets its legal obligations and complies with the requirements of the Welsh Government Regulator and the Public Services Ombudsman for Wales.                                                                 |
| <b>Director of Homes and Communities</b> | Overall accountability for ensuring the policy is effectively implemented.                                                                                                                                                                                   |
| <b>Head of Service (TBC)</b>             | Ensure that the policy is effectively implemented and remains relevant, up-to-date, and made available to intended stakeholders. This includes performance monitoring, policy review and ensuring the delivery of stated training to colleagues is provided. |



| Role                                     | Responsibility                                                                                                                                                                                                                                                          |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Customer Forum</b>                    | Review complaint data and trends, feeding themes from complaints and any learning identified to relevant service areas, to enable service improvements.                                                                                                                 |
| <b>Buzz</b>                              | A group of highly engaged residents who volunteer their time to help us continuously improve our services. A member of the JCP attends the Audit & Risk Committee (ARC), to provide assurance that the association is listening to and learning from customer feedback. |
| <b>Investigating Officer</b>             | The Investigating Officer at both stage 1 and 2 is responsible for keeping the complainant updated on the progress of their complaint, keeping to deadlines, communicating the outcome of the complaint, and identifying any learning.                                  |
| <b>Independent Investigating Officer</b> | Depending on the nature of the complaint, it may be necessary to appoint an Independent Investigating Officer.                                                                                                                                                          |

## Principles

Complaints and compliments offer us an opportunity for us to improve the services we provide. To make the most of this opportunity, we will:

- Handle complaints fairly, consistently and efficiently in an open and honest way.
- Use complaints and compliments to improve our service and maintain trust.
- Provide a clear and structured process for complaints.
- Ensure compliance with relevant laws and regulations.

## Stage One: Informal Resolution

A resident or an advocate can make a formal complaint in several ways including in-person and online.



We will acknowledge complaint within **two working days** (from receipt) and will discuss how it will be dealt with. If a concern cannot be resolved satisfactorily, it will be allocated to an Investigating Officer for resolution.

Concerns will be investigated and responded to within **ten working days** (from receipt) with notification of outcome. We will communicate and explain the outcome of our investigations to the complainant. If we find we got things wrong, we will apologise, put it right, and set out the actions we will take to prevent it happening again.

If the concern cannot be resolved within the given timeframe, the concern will be escalated to 'Stage Two-Formal Investigation'. If an appeal is requested, the reasons will be discussed and outcomes sought. If a concern falls outside of this policy, a colleague will be assigned to find a resolution where possible.

## Stage Two: Formal Investigation

If the complainant remains dissatisfied following 'Stage 1 – Informal Resolution', they can appeal to 'Stage 2 – Formal Investigation, where a senior colleague or Independent Investigator Officer will review the complaint.

We aim to complete the review as quickly as possible and provide a response within **15 working days**. Where we are unable to respond within this timeframe, we will inform the complainant of the need for an extension and the reasons why, expected timeframe and provide regular updates.

We will communicate and explain the outcome of our investigations to the complainant including findings, actions taken and next steps if necessary.

## Public Services Ombudsman for Wales

Where a complainant remains dissatisfied with our response they can contact the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can investigate where the complainant or their appointed advocate:

- Has been treated unfairly or has received a poor service through some failure by the service provider.
- Has been disadvantaged personally by a service failure or has been treated unfairly.



The Ombudsman expects complainants to raise any concerns directly with the relevant organisation first, to provide an opportunity to put things right.

The Ombudsman service can be contacted by:

- Phone: 0300 790 0203
- Email: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)
- Website: [www.ombudsman.wales](http://www.ombudsman.wales)
- Writing to: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

## Compliments

We appreciate positive feedback and compliments to understand what we're doing right. Compliments will be recorded and shared with colleagues and managers to support continuous improvement.

## Ofgem

If you are complaining about the provision of utilities provided through Hedyn, you should follow this Complaints Policy. If you remain unsatisfied by the complaint outcome you will be advised to refer your complaint to Ofgem.

## Multi-organisation Complaint

Where a complaint relates jointly to both Hedyn and an external organisation, we will contact the relevant organisation and seek to agree a lead officer to investigate and respond to the complaint informally first. If you wish to express your concern or complain formally, we will investigate and respond to you.

## Monitoring and review

The owner of this policy is responsible for ensuring the policy remains relevant, up to date and accessible to its intended audience. This policy will be reviewed at least **every three years**.



## Engagement statement

Hedyn is committed to ensuring customers take an active role in decision making and shaping services. This policy has been developed with consideration of customer/resident feedback and insight.

## Equality, diversity & inclusion and data protection

This policy is subject to an ongoing assessment of impact on service delivery to enable us to continue to evolve to meet the needs of all customers and colleagues.

This policy is written in accordance with Hedyn Data Protection Policy and complies with data protection legislation.