



Gofal a Thrwsio Conwy a Sir Ddinbych
Conwy & Denbighshire Care & Repair

Service User Concerns and Complaints Policy

Reviewed by/date	Care and Repair Management Team	June 2023
Passed to Board	Management Board	July 2023
Adopted by/date	Management Board	July 2023
Date of next review		2026/2027



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Conwy & Denbighshire Care & Repair

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Concerns and Complaints Policy

Conwy and Denbighshire Care & Repair is a subsidiary of Grwp Cynefin and is committed to dealing effectively with any concerns or complaints you may have about our service. We aim to clarify any issues about which you are not sure. If possible, we'll put right any mistakes we may have made. We will provide any service you're entitled to which we have failed to deliver. If we got something wrong, we'll apologise and where possible we'll try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

When to use this policy

When you express your concerns or complain to us, we will usually respond in the way we explain below. However, sometimes you might be concerned about matters that are not decided by us and we will then advise you about how to make your concerns known.

Have you asked us yet?

If you are approaching us for a service for the first time, you should first give us a chance to respond to your request. If you make a request for a service and then are not happy with our response, you will be able to make your concern known as we describe below.

Stage 1

Informal resolution

If possible, we believe it's best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you're dealing with. 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 you can then ask for a formal investigation. We will acknowledge your concern / informal complaint within 3 working days and expect to deal with it within 10 working days.

Stage 2

How to express concern or complain formally

You can express your concern in any of the ways below.

- You can ask for a copy of our form from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally.
- You can get in touch by phone on 0300 111 2120
- You can use the form in **Appendix 1**
- You can e-mail us at post@gofalathrwsio.com
- You can write a letter to us at the following address:
Conwy & Denbighshire Care and Repair, Unit 10/11, Ffordd Richard Davies, St Asaph Business Park, St Asaph LL17 0LJ

Copies of this policy and the concerns / complaint form are available in Welsh and as audio, large print etc.

Dealing with your concern / complaint

- We will formally acknowledge your concern / complaint within 5 working days and let you know how we intend to deal with it.
- We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example if you have a disability
- We will deal with your concern / complaint in an open and honest way.
- We will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.

Normally, we will only be able to look at your concerns / complaint if you tell us about them within 6 months. This is because it's better to look into your concerns / complaints while the issues are still fresh in everyone's mind.

Concerns / complaints which are brought to our attention later than this; you will need to provide a strong reason why they have not been brought to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly.

If you're expressing a concern / complaint on behalf of somebody else, we'll need their agreement for you to act on their behalf.

What if there is more than one body involved?

If your concern / complaint covers more than one body (e.g., with the Local Authority) we will work with them to decide who should take a lead in dealing with your concerns / complaint. You will then be given the name of the person responsible for communicating with you while we consider your concern / complaint.

If the concern / complaint is about a body working on our behalf (e.g., repair contractors) you may wish to raise the matter informally with them first. However, if you want to express your concern / complaint formally, we will look into this ourselves and respond to you.

Investigation

We will tell you who we have asked to look into your concern / complaint. If your concern / complaint is straightforward, we'll usually ask somebody from the service to look into it and get back to you. If it is more serious, the Senior Management Team will investigate and respond or in certain cases we may appoint an independent investigator.

We will set out our understanding of your concern / complaint and ask you to confirm that we've got it right. We'll also ask you to tell us what outcome you're hoping for. The person looking at your concern / complaint will usually need to see the files we hold relevant to your concern / complaint. If you don't want this to happen, it's important that you tell us.

We will aim to resolve concerns / complaints as quickly as possible and expect to deal with the vast majority within 20 working days. If your concern / complaint is more complex, we will:

- let you know within this time why we think it may take longer to investigate
- tell you how long we expect it to take.
- let you know where we have reached with the investigation, and
- give you regular updates, including telling you whether any developments might change our original estimate.

The person who is investigating your concern / complaint will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.

In some instances, we may ask to meet you to discuss your concern / complaint. Occasionally, we might suggest mediation or another method to try to resolve disputes.

We'll look at relevant evidence. This could include files, notes of conversations, letters, e-mails or whatever may be relevant to your particular concern. If necessary, we'll talk to the staff or others involved and look at our policies and any legal entitlement and guidance.

Outcome

On investigating your concern / complaints we will let you know our findings keeping with your preferred form of communication. This could be by letter or e-mail, for example. We'll explain how and why we came to our conclusions.

If we find that we got it wrong, we'll tell you what happened and how it can be rectified.

If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again.

If we got it wrong, we will always apologise.

Putting Things Right

If we didn't provide the service, you should have had, we'll aim to provide it. If we didn't do something well or made a mistake, we'll aim to put it right.

There are also other organisations that consider concerns / complaints, for example the Welsh Language Board about services in Welsh. We can advise you about such organisations.

Learning lessons

Our Board take your concerns and complaints seriously and try to learn from any mistakes we've made. Our senior management team review any concerns / complaints received on a quarterly basis sharing lessons learnt with staff in order to improve service delivery where appropriate. Formal complaints are presented to Board bi-annually.

What we expect from you

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint. We do not view behavior as unacceptable just because someone is forceful or determined.

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, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behavior, unreasonable demands or unreasonable persistence. We have a separate policy to manage situations where we find that someone's actions are unacceptable.

What if I need help

Our staff will aim to help you make your concerns / complaints known to us. If you need extra assistance, we will try to put you in touch with someone who can help. You may wish to contact the Citizens Advice Bureau who may be able to assist you.

Conwy & Denbighshire Care and Repair Complaint form

A. Details of Complainant

Surname	Forename(s)	Title: Mr/Mrs/Miss/Ms/if other please state:
Address and Postcode		
Your email address:		
Daytime contact telephone number:		
Mobile Number:		

Please state how you would prefer us to contact you: e-mail / post / telephone (please indicate)

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

B: Making a complaint on behalf of someone else:

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

Their Name in full	
Address and Postcode	
Daytime contact telephone number	
What is your relationship to them?	

Why are you making a complaint on their behalf?	
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C: About your formal concern/complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary)

- C.1 Name of the department/section/service you are complaining about:
- C.2 What do you think they did wrong, or failed to do?
- C.3 Describe how you personally have suffered or have been affected.
- C.4 What do you think should be done to put things right?
- C.5 When did you first become aware of the problem?
- C.6 Have you already put your concern to the frontline staff responsible for delivering the service? If so, please give brief details of how and when you did so.
- C.7 If it is more than 6 months since you became first aware of the problem, please give the reason why you have not complained before now.

If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to:

Conwy and Denbighshire Care & Repair
Unit 10/11,
Ffordd Richard Davies,
St Asaph Business Park,
St Asaph
LL17 0LJ

or via e-mail: post@gofalathrwsio.com