

Care & Repair Cymru is the national body for Wales, which develops and supports Care and Repair Agencies for older and disabled people.

If you are not satisfied that your complaint has been dealt with in accordance with our complaints procedure you may wish to contact Care & Repair Cymru:

Care & Repair Cymru
1st Floor, Mariners House
Trident Court
East Moors Road
Cardiff
CF24 5TD

Care & Repair Cymru will consider the complaint to determine:

- whether the local complaints procedure has been exhausted
- whether the local complaints procedure has been properly and fairly followed.

Care & Repair Cymru will not consider the substance and content of the complaint.

Care & Repair Cymru will provide a written response to you and the Agency, reporting on the investigations and any recommendations.

Views and recommendations from Care & Repair Cymru are **advisory only**; Care & Repair Cymru has no authority to enforce compliance. Care & Repair Cymru will advise you of your legal rights and other sources of advice and information if you wish to pursue your complaint.



Gofal a Thrwsio ym Mhowys
Care & Repair in Powys

**Compliments &
Complaints Procedure**

Care & Repair in Powys is a Home Improvement Agency, which is part of the **Barcud Group**. We aim to provide a high standard of service to all our clients

We welcome your positive feedback and your comments or concerns about our services. These will help us to learn, make improvements and share good practice. We will listen carefully and ensure all your comments and concerns are addressed. If you want to make your views known please speak to our staff – they play a positive and important part in monitoring the service.

Compliments

Compliments are valuable, welcome and important and when received either verbally or in writing, they may be included in our reports.

Compliments enable us to:

- Understand that our services are being provided to our clients satisfaction;
- Provide positive feedback to all staff;
- Influence our organisational and service development.



Complaints

Care & Repair in Powys is committed to dealing openly, honestly and effectively with any concerns or complaints you may have about our service. We aim to clarify any issues, which you are unsure of, and where possible, put right any mistakes we have made. We will provide any service you are entitled to which we have failed to deliver and if we get something wrong we will apologise and where possible put things right.

Complaints Procedure

Stage One

A formal complaint – one that is written down, either by yourself, or by someone nominated by you and signed by you – needs to be made to the Agency Manager, who will investigate the situation and respond within 10 working days.

Stage Two

If you are not satisfied with the response to your complaint or if the complaint directly concerns the Agency Manager, it should be addressed to the Chair of Care & Repair in Powys marked 'Confidential'.

The Chair will either thoroughly investigate the complaint and send you her/his considered response within 10 working days or will arrange to meet you to discuss your complaint personally. Following such a meeting, the Chair will advise you in writing of her/his decision within 5 working days.

If at any time during the procedure it is not possible for responses to be sent within the time specified, you will be kept advised of the reason for this and of the timescale within which you will receive a response.

We hope to resolve any problems as they occur, but in the unlikely event that you are not satisfied with the outcome of Stages One and Two, the next recourse for you would be to seek legal redress.

The local Advice Centre, Trading Standards Department or a solicitor would all be able to give you advice on how to proceed.

Care & Repair in Powys
Tŷ Canol, Ffordd Croesawdy, Newtown SY16 1AL

01686 620760

enquiries@crpowys.co.uk