

Talk to us...

North Wales Housing values all feedback provided by our customers. We encourage compliments, feedback and complaints as the information that you give helps us to keep improving the services we offer you.



01492 572727

www.nwha.org.uk

Making a Complaint

North Wales Housing (NWH) 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.

What is classed as a complaint?

A complaint is:

- ✓ An expression of dissatisfaction or concern
- ✓ Written or spoken or made by any other communication method
- ✓ Made by one or more members of the public (someone or a group in receipt of or denied a service to which they are entitled by NWH)
- ✓ About NWH's action or lack of action or the standard of service provided
- ✓ Something which requires a response

What is not covered by our complaints procedure?

- ✗ An initial request for a service, such as reporting a repair
- ✗ An appeal against a 'properly made' decision
- ✗ Issues regarding anti-social behaviour

How to make a complaint?

A complaint may be made by letter, email, verbally in person or verbally over the phone.

- ✉ customerservices@nwha.org.uk
- ☎ 01492 572727
- 📍 North Wales Housing, Plas Blodwel, Broad Street, Llandudno Junction, Conwy, LL31 9HL
- 📍 Llandudno Junction office (Please contact us to arrange an appointment)

A complaint should be made within 6 months of the relevant occurrence. However, there can be exceptions to this if there is a good reason.

Stage 1 — Our Complaints Procedure

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. He or she will try to resolve it for you there and then.

If it is not possible for the issue to be resolved immediately; we will investigate the matter and contact you within 10 working days with a proposed resolution and response. We will also tell you how you can escalate your complaint to Stage 2 if you are not satisfied with the response or proposed solution.

The staff member investigating and providing a response at Stage 1 will aim to contact you by telephone as part of the investigation.

Stage 2

If your complaint is more serious, or if you're unhappy with how your complaint has been dealt with informally you can make a formal complaint. Your complaint will then be investigated by a Senior Manager to see what's happened and what we can do to put things right.

We will acknowledge your formal complaint within 2 working days.

We aim to resolve complaints within 20 working days. If we need more time to investigate your complaint, we will let you know.

The staff member investigating and providing a response at Stage 2 will aim to offer to arrange a face-to-face meeting with you as part of the investigation.

Complain to the Ombudsman

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman 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:

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

You can contact the Ombudsman by:

- ☎ **0300 790 0203**
- ✉ ask@ombudsman.wales
- 🌐 www.ombudsman.wales
- 📍 **Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ**