

# Putting things right

Your guide to our complaints process



## Our promise

We are committed to delivering a customer focused service however, sometimes things can go wrong. Our customers have a right to complain and we promise to deal with complaints properly. We will treat every complaint as an opportunity to improve our services.

## When to complain

If you are unhappy with any aspect of our work or that of our contractors, or you think we have failed to do something we should have done, please let us know.

## Who can make a complaint

Anyone who requests or receives a service from us.

## How you can complain

Where possible, we will deal with issues informally there and then, so please raise your concern with the person that you are dealing with. If they cannot resolve your complaint, you may formally make a complaint in one of the following ways:

### Write to us

FAO Complaints and Insurance Administrator  
Merthyr Valleys Homes, Martin Evans House  
Avenue De Clichy, Merthyr Tydfil, CF47 8LD  
or complete the attached form and return to the above address.


### Telephone us

Complaints and Insurance Administrator  
01685 727767 or freephone 0800 085 7843

### @ E-mail us

complaints@mvhomes.org.uk

### • Visit us

 Our main office at the above address and ask for the Complaints and Insurance Administrator.

## Providing assistance

Assistance can be provided to help you report a complaint. For example, this may include providing complaints information in a different language or format (including large print, audio and Braille.)

## Formal complaints process

### Step 1

We will acknowledge your complaint within two working days of receipt of the complaint.

### Step 2

An Officer, Manager or in some cases, a Director will investigate your complaint and we will aim for a full written response to be sent to you within 15 working days of us receiving the complaint. If it is going to take longer than 15 working days, we will let you know.

### Step 3

If you are not happy with our response then you have the right to appeal. If you wish to appeal, then you must write to us within 21 calendar days outlining the reasons why you are unhappy with our decisions. Your appeal will be heard by an independent panel and a decision will be made.

If you are unhappy with the way we are dealing with your complaint you may contact the Public Service Ombudsman for Wales who will look into your complaint. Please see overleaf for details.

## Ombudsman

If a complaint has been processed through our complaints process but you are not satisfied with the outcome you can contact the Ombudsman for Wales who will then investigate your complaint.

Public Service Ombudsman for Wales  
1 Fford yr Hen Gae  
Pencoed  
CF35 5LJ

E-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)  
Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)  
Telephone: 0300 792 0203

There are some other organisations that consider complaints. We can advise you about such organisations on request.

## Further information

If you want more information about how we deal with complaints please contact our Complaints and Insurance Administrator for a copy of our Complaints Policy or visit our website.

Phone: 01685 727767 or 0800 085 7843  
E-mail: [complaints@mvhomes.org.uk](mailto:complaints@mvhomes.org.uk)  
Website: [www.mvhomes.org.uk](http://www.mvhomes.org.uk)

### English

If you would like this document explained, translated or provided in another format such as large print, audio or Braille, please contact  
0800 085 7843

### Welsh

Os hoffech gael yr wybodaeth hon mewn print bras, Braille, ar dâp neu mewn iaith arall, cysylltwch â ni ar  
0800 048 8531

### Polish

Jeżeli chcesz Państwo uzyskać wyjaśnienie lub tłumaczenie niniejszego dokumentu, lub otrzymać jego kopię w innym formacie, np. dużą czcionką, w formacie audio lub alfabetem Braille'a, prosimy o kontakt z 0800 048 8589

### Portuguese

Se pretender uma explicação ou tradução deste documento ou que o mesmo seja fornecido noutro formato, como letras grandes, áudio ou Braille, por favor contacte 0800 048 8595

# Complaint form

Your name:

Your address and postcode:

Your phone number:

Your e-mail address:

## Details of complaint

Tell us about your complaint. Please provide as much detail as possible.

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What do you think we should do to put things right?

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Have you already raised this issue with Merthyr Valleys Homes?

Yes  No

If yes, when did you tell us?

Who did you contact?

What did they do about your complaint?

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Once complete, please return this form to:

### FAO Complaints and Insurance Adminstrator

Merthyr Valleys Homes  
Martin Evans House  
Avenue De Clichy  
Merthyr Tydfil  
CF47 8LD

## FOR MERTHYR VALLEYS HOMES USE ONLY

Date received:  Complaint number:

Passed to:  Documents enclosed:  Y /  N

Date acknowledged:

Investigating officer: