

Tenants Complaints Handbook

This handbook is for illustrative purposes only.

The purpose of the complaints service is to:-

Review my complaint impartially and inform me of the outcome and any action you will take”

Caerphilly Homes
Cartrefi Caerffili



Outcomes

“The outcomes we expect from the complaints service”

Request	To be easily able to make my complaint by phone; text; email; reception; staff member
Confirm	To be told what action CCBC will take in response to my complaint
Deliver	To have my complaint fully investigated and to be informed of the outcome and any action you will take
After Service	To tell me what further options are available to me if I am still not happy and what you have learnt and changed as a result of my complaint

Experience

“The experience we expect from the complaints service”

Request

- I want to be spoken to in a polite and professional manner.
- I want the person I call to provide their name so I know who I am speaking with.
- I need to feel that the person I am talking to is confident they can review my complaint.
- I want you to confirm that you understand what I am complaining about.

Confirm

- I want you to confirm that the complaint will be reviewed.
- I want you to tell me what will happen next and the anticipated timescale for the process.
- I want you to give me a reference number for my complaint in case I need to call back.

Deliver

- I want to feel that you have collated and considered all of the evidence that is relevant to review my complaint
- I want to know that you have genuinely reviewed my complaint with a fresh pair of eyes.
- I want you inform me of the outcome of my complaint in a timely manner (allowing full time for a thorough investigation)
- I want to communicate the outcome to me in my preferred form of communication (letter, email, phone etc.)
- I want you to tell me what action you will take following my complaint (further action etc.)

After Service

- I want you to tell me what options are available to me if I am not happy with the outcome of my complaint, both internally and the Ombudsman.
- I want you to tell me what you have learnt as a result of my complaint and any changes to policy or procedure you plan to make.

Tenant Measures

“The measures that are important to us”

Request

% satisfaction with ease of reporting the complaint

Confirm

% satisfaction that my complaint was reviewed

Deliver

% satisfaction with the complaints process

After
Service

% satisfaction that CCBC has learnt from my complaint