



Care & Repair Cymru

Care & Repair Cymru Complaints Policy

What is Care & Repair Cymru?

Care & Repair Cymru is the national organisation for Wales which develops, supports and monitors Care & Repair agency services for older people.

It receives funding from the Welsh Government and charitable sources.

Care & Repair Cymru is managed by a Board of Management. It is registered as an Industrial and Provident Society with charitable rules.

Good Practice

Care & Repair Cymru is committed to providing an effective and professional service. It recognises the importance of finding out the views of its customers e.g. Care & Repair Agencies or other organisations that are recipients of Care & Repair Cymru's service. It has, in consequence, initiated a bi-annual customer satisfaction survey.

Complaints

However, there may be occasions when an individual customer may want to complain about Care & Repair Cymru. The following sets out Care & Repair Cymru's policy and procedure should customers have reason to complain about the service.

POLICY

Care & Repair Cymru is committed to providing an efficient and effective service to all its customers. Its complaints procedure is intended to be easy to understand, fair, impartial and publicly available.

CONFIDENTIALITY

It is essential that confidentiality is observed throughout this process if both the complainant and the Care & Repair Cymru service complained of are to fully co-operate and have confidence in the process.

PROCEDURE

If you feel that the officer who normally deals with your business can deal with the complaint, please speak or write to that person initially. If you wish your case to be presented by a third party please let us know.

If you feel that the problem can not be resolved by the officer please contact either the Chief Executive Officer or, if the complaint involves the Chief Executive Officer, the Chairperson who will investigate the complaint personally.

A target of ten working days is set for the investigation of complaints. You will receive an acknowledgement that your complaint has been received and within the ten working day period a letter informing you of the outcome of the investigation.

IF YOU ARE NOT SATISFIED

If you are not satisfied with the response to your complaint you can appeal. An Appeals Committee consisting of four Board of Management members - one of who



will be an Executive Committee member - will meet within ten working days of you making an appeal.

The Committee members involved in the Appeals Committee will not have been involved in the initial investigation of your complaint.

The Appeals Committee will investigate the facts of the case, consider the details of the complaint and your appeal and decide what action should follow.

The Chief Executive/Chairperson will write to you within three working days of the Appeals Committee decision.

Write to:
Chief Executive
Care & Repair Cymru
2 Ocean Way
Cardiff
CF24 5TG

You can write your complaints in Welsh or English. When writing to us please tell us your address and phone number in order for us to reply to you.

FURTHER ACTION

Although we hope to resolve any problems as they occur, if after an Appeals Committee, you feel dissatisfied with the decision of the Committee, you could make representations to other independent bodies.

Welsh Government

Care & Repair Cymru is funded by the Housing Directorate of the Welsh Government. Correspondence should be addressed to the Head of the Housing Directorate, Welsh Government, Rhydycar, Merthyr Tydfil, CF48 1UZ

Legal Redress

Citizens' Advice Bureaux, Offices of Fair Trading or Solicitors would be able to give advice about how to seek legal redress.

Telephone number: 08444 77 20 20