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## COMPLAINTS POLICY



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## 1. INTRODUCTION

- 1.1 The purpose of this policy is to ensure that Adra has an effective way of dealing with complaints about us or any one of our contractors who provide a service on our behalf. We are keen to ensure that we learn from our mistakes and use the information to improve our services.

## 2. OUR PRINCIPLES

- 2.1 Our aim, if possible, is to put right any mistake we have made. If we haven't provided a service that the complainant should have received, we will provide it if that's still possible. If we've done something wrong, we will:

- Apologise.
- Accept responsibility.
- Be open and honest.
- Correct any mistakes as soon as possible.
- Listen to you to improve the service.
- Provide information and regular updates.
- Ensure that you will not suffer as a result of the complaint.
- Learn from our mistakes.

- 2.2 In some cases, compensation may be offered where appropriate, however it should not be seen as the primary method of resolution. We will consider compensation claims in accordance with Adra's 'Compensation policy'.

- 2.3 A complaint can be made in the following ways:

- Filling out a complaint form – A customer can request a form from the member of staff they are dealing with or by contacting Adra on 0300 123 8084. Forms are also available at our offices and on our website [www.adra.co.uk](http://www.adra.co.uk)
- A customer can make a complaint over the phone by contacting our customer services team on 0300 123 8084 between 8am – 5:30pm stating that they wish to make a complaint
- A customer can e-mail their complaint to – [enquiries@adra.co.uk](mailto:enquiries@adra.co.uk)
- A customer can write a letter to the Complaints Department at Adra (Tai) Cyfyngedig, Tŷ Coch, Llys y Dderwen, Parc Menai, Bangor, Gwynedd. LL57 4BL,

## 3. SCOPE

- 3.1 This policy applies to all stakeholders who are unhappy with the service provided by Adra.

- 3.2 This Policy shall apply to **Adra (Tai) Cyf** (the Parent) and any of its subsidiaries (including **Medra Cyf**)

- 3.3 It is possible to authorise others to submit a complaint on your behalf e.g. friend, member of family, representative of an organisation (e.g. Citizens Advice Bureau). This does not include a legal representative. If a person is expressing a complaint on behalf of someone else, we will need confirmation of their agreement for the other person to act on their behalf. To protect our tenants from unauthorised access to their personal information, and to comply with the Data Protection Act 2018, we require authorisation

from any tenant before information is disclosed to a third-party requesting information on their behalf. You can request a copy of our 'Access to Personal Information' Form by contacting Adra on 0300 123 8084 or by emailing [enquiries@adra.co.uk](mailto:enquiries@adra.co.uk)

- 3.4 Leaseholders complaints will be dealt with in line with this policy however as a means of good practice, Adra will consider dispute resolution techniques to try and resolve matters amicably and to preserve the relationship between Adra and leaseholder. The different forms of dispute resolutions can be found in Adra's 'Leaseholder policy'.
- 3.5 We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We will manage situations when we find that someone's actions are unacceptable in accordance with Adra's 'Policy for Dealing with Persistent Complainants and Unreasonable Customer Behaviour'.
- 3.6 Normally we will only be able to look at complaints which have been brought to our attention within six months, this is in accordance with guidance provided by the Public Services Ombudsman for Wales. This time limit may be extended, provided you have strong reasons as to why the issue was not brought to our attention sooner. As per our Privacy Notice, we may refuse to comply with your request to access your information if your request is clearly unfounded.

#### **4. WHAT IS A COMPLAINT?**

- 4.1 A complaint is when a customer is unhappy with a service they have received by Adra or one of our contractors. This includes occasions where they believe:
- Adra has done something they should not have done.
  - Adra have not done something they should have done.
  - When the behaviour of an Adra employee (or any one of our contractors) has been inappropriate.
  - A service Adra has provided has not been delivered to the quality, safety, frequency or cost expected.
  - Adra's decision-making process has been flawed.
  - Adra has worked outside policy or protocol.

#### **5. WHAT IS NOT A COMPLAINT?**

- If a customer is approaching us for a service / expressing dissatisfaction for the first time.
- Matters relating to Freedom of Information / Data Protection matters.
- Complaints from staff about Adra
- Anonymous complaints – Adra will act on the information provided but will be unable to advise on the action taken to deal with the issue.
- Insurance claims – many tenants believe that Adra automatically insure their belongings however, this is not the case. It is a tenant's responsibility to arrange their own home content insurance when moving into a property.

## 6. WHAT WILL HAPPEN IF YOU ARE UNHAPPY WITH THE SERVICE?

- 6.1 When you report that you are unhappy with the service, we will endeavour to resolve the situation outside the complaints process e. g.
- Book another appointment.
  - Complete any unfinished repair work.
  - Allocate a different officer / operative to deal with the matter if applicable.

## 7. THE COMPLAINTS PROCESS

- 7.1 The Customer Services team is responsible for dealing with complaints. Once a complaint has been received by the Customer Services team, the complaint will be referred to the Customer Services Co-ordinator. The Customer Services Co-ordinator will be responsible for dealing with your complaint from the beginning to the end of the process.
- 7.2 The Customer Services Co-ordinator will **acknowledge the complaint within one working day** and will work alongside the relevant officers/departments in investigating the complaint. Where appropriate and beneficial to the investigation, a face to face visit / video call will be arranged with the complainant within **5 working days** of receiving the complaint and a formal response will be provided to the complainant within **10 working days** of acknowledging the complaint.
- 7.3 If the complainant is satisfied with the response but the complaint hasn't been resolved (e.g. repairs work still not completed) they will be contacted with regular updates until resolution. The complaint will only be closed once the complainant has confirmed they are satisfied that the complaint has been resolved. The complaint may also be closed if we do not hear from the complainant following **10 working days** of receiving a formal response.
- 7.4 If the complainant isn't satisfied with the response given, they can request that another resolution be offered or that the complaint is escalated to a member of Adra's Senior Leadership Team.
- 7.5 The Senior Leadership Team member will be independent from the department that the complaint relates to. They will assess and revise the complaint and, if appropriate and beneficial to the investigation, a face to face visit / video call will be arranged with the complainant within **10 working days** of receiving the complaint. A formal response to the complaint will be provided within **20 working days** from date of escalation. Depending on the nature of the complaint, they will:
- Support and adhere to the original resolution.
  - Reverse the decision.
  - Offer a new resolution.
  - Take other appropriate action.

Should a new resolution be offered to the complainant, they will receive regular updates until the complaint is resolved.

7.6 Should the Senior Leadership Team member support the original resolution proposed, the complaint may also be closed if we do not hear from the complainant following **10 working days** of receiving a formal response.

7.7 Appealing to the Public Services Ombudsman for Wales:

If you have exhausted our complaints procedure, and we still haven't succeeded in resolving your complaint to your satisfaction, you can complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of Adra and can investigate 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 Adra.
- Have been disadvantaged personally by a service failure or have been treated unfairly.

We will advise complainants of their right to complaint to the Public Services Ombudsman for Wales if they are unsatisfied with the outcome of the official complaint and advise them on how to contact them.

Should a complainant decide to complain to the Public Services Ombudsman Adra's Customer Services Co-ordinator will ensure that all the details relating to the complaint is forwarded to them.

The Ombudsman expects you to bring your complaints to our attention first and to give us a chance to put things right. You can contact the ombudsman by:

- **Phone:** 0300 790 0203
- **E-mail:** [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)
- **The website:** [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)
- Writing to The Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, Bridgend, CF35 5LJ

## 8. MONITORING AND LESSONS LEARNT

8.1 We take complaints seriously and we will monitor complaints from each service. We record lessons learnt from each complaint and the action taken to improve the service as a result of the complaint. We seek to identify any trends in complaints with each service and look at how effectively our actions have addressed the matter to ensure that similar instances do not arise again in future.

We monitor and record lessons learnt by:

- Holding regular meetings with Service Managers of each department to discuss complaints received against their service / any trends in complaints received.
- Report on complaints to Adra's Senior Leadership Team on an annual basis
- The number of complaints received / refused to ensure that we treat each customer fairly and impartially.



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Listening to our customers views is important to Adra as this is how we learn if our services meets your needs and expectations.

**9. EQUALITY AND DIVERSITY**

9.1 Adra acknowledges and accepts its corporate responsibility to promote a culture of equality and recognises the value of diversity and the strengths that it brings to our services and communities.

Adra will take positive steps to ensure that it does not discriminate unlawfully and is committed to providing a workplace that is free from harassment, victimisation and discrimination. We will always act within the scope of our own 'Equality and Diversity policy'.

**10. REVIEW**

10.1 This policy will be reviewed every 3 years or in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Adra policies.