

Complaints

– Easy Read Guide



We are here to help

At **Grŵp Cynefin** we will:

- Listen to you
- Put things right
- Learn from our mistakes



What is a complaint?

A complaint is when you are unhappy with something and want us to look into it

It could be about:

- Something we did
- Something we did not do
- Poor service
- A delay
- A mistake
- A member of staff or contractor



What is not a complaint?

These are usually **service requests, not complaints**:

- Reporting a repair for the first time
- Asking for a service
- Reporting anti-social behaviour
- Telling us about a new problem
- Appealing a decision

We will still help. We will deal with these as quickly as possible.



I want to make a complaint

You can:

- Call us: **0300 111 2122**
- Email us: cwynion@grwpcynefin.org
- Use **ApCynefin**
- Use our website
- Speak to a member of staff
- Write to us

We will acknowledge your complaint within **5 working days**.



When should I complain?

Please tell us about the problem within **6 months** if possible.

What will we do?

- Listen
- Be fair
- Look into what happened
- Keep you informed
- Explain our decision

If we got it wrong, we will:

- Apologise
 - Put things right where possible
 - Learn and improve our services
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What happens next?

Stage 1

We will try to sort out your complaint quickly.

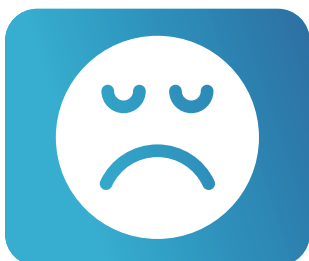
If we need to investigate, we will respond within **10 working days**.

Stage 2

If you are not happy with our response, you can ask for a review.

A Senior Manager will look at your complaint.

We aim to send a final response within **20 working days**.



Still not happy?

You can contact the **Public Services Ombudsman for Wales**.

They are independent and can review your complaint.

Telephone: 0300 790 0203

Email: ask@ombudsman.wales

Website: www.ombudsman.wales



You are important to us

Your feedback helps us improve our services.

If something has gone wrong, please tell us.

We promise to:

- listen
- learn
- Improve

This will help us provide the best services for our tenants and communities.