BLAENAU GWENT COUNTY BOROUGH COUNCIL

April 2009

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HOUSING SERVICES

CUSTOMER COMPLAINTS CHARTER

Our commitment to you

'To provide high quality, affordable housing and customer focused services to the people of Blaenau Gwent'

Housing Division Complaints Policy

- We recognise that things can go wrong and that we can only put them right if customers tell us about them. So we treat every complaint as an opportunity to improve our service.

- We will try to deal with any complaints about our service informally, quickly and through the most appropriate person.

- You have the right to complain formally if you are not satisfied with the response you have received.

Complaints Process - Our Commitment to you:

- **Communication:** We will:

  - Always acknowledge a formal complaint **within 5 working days of receipt**.

  - We shall investigate and attempt to address all formal complaints **within 10 working days of receipt**.

  - If we can not do so, we shall inform the complainant why and by when we expect to do so.

- **Closure:** The outcome of an investigation will include one or more of the following:

  - An apology for a service failure.

  - An agreement to do what the complainant requests.

  - Clearer information/explanation being given to the complainant where a request is not possible.

  - A recommendation for a change in policy or process.

  - Compensation, if applicable.

For Complaints Please Contact:

Customer Care Manager, Housing Services Division
Anvil Court, Church Street, Abertillery, NP13 1DB.

Tel No: 01495 357830 or 357828

E-mail: ceri.morgan@blaenau-gwent.gov.uk
andy.macdougall@blaenau-gwent.gov.uk