Tai Merthyr
Merthyr Housing

Concerns and Complaints Policy

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1. Policy statement

1.1 Merthyr Housing is committed to dealing effectively with any concerns or complaints you may have about our service. We aim to clarify any issues about which you are not sure. If possible, we will put right any mistakes we may have made. We will provide any service you are entitled to which we have failed to deliver. If we have got something wrong, we will apologise and aim to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

2. Purpose

2.1 To outline the principles we have adopted in responding to and managing any complaints and concerns that are raised by our tenants, residents, or service users.

3. Scope

3.1 This policy applies to Merthyr Housing tenants and any member of the public, including a young person or child, who has received, or was entitled to receive a service from Merthyr Housing, or somebody acting on their behalf.

4. Responsibilities

4.1 The Director of Operations oversees the delivery of our complaints policy. The Governance Manager has day-to-day responsibility for the management of the process.

5. What is a complaint?

A complaint **is:**	A complaint **is not:**
• An expression of dissatisfaction or concern. • Either written (letter, email) or spoken (phone call) or made by any other communication method (including social media). A complaints form is available on our website. • Made by one or more members of the public. • About something Merthyr Housing has done, or something that we have failed to do. • About the standard of service provided. • Is something which requires a response.	• The first time you have asked for something. For example, reporting a leak or other repair. • An appeal against a 'properly made' decision. (For example, we have followed our recharge policy and sent you a recharge that you disagree with). • A means to seek change to legislation or a 'properly made' policy decision. (For example, our rent policy). • A means for lobbying groups / organisations to seek to promote a cause. (For example, a group not wanting us build new homes in an area)

• About Merthyr Housing itself, a person acting on our behalf, or a partnership we are involved with.	

6. When to use this policy?

6.2 If you are approaching us for a service for the first time (e.g. reporting a faulty tap, requesting an appointment etc), this policy does not apply. You should give us a chance to respond to your request. If you make a request but are not happy with our response, you can use this policy.

6.3 If you are appealing a decision based on a policy or procedure which has a separate right of appeal, you will need to use that.

6.4 If you are complaining about Anti-Social Behaviour, please contact our Anti-Social Behaviour Officers who are based within our Housing Team on 01685 352800 and press option 3. Alternatively, you can email mtha@mtha.org.uk

6.5 If the issue(s) you are complaining about is already in court or has been heard by a court or tribunal, you cannot use this policy.

6.6 If your complaint has already been concluded and you have exhausted all the stages of our complaint process you will need to contact the Public Services Ombudsman for Wales (for contact details see paragraph 9).

6.7 If your complaint is about an organisation or contractor working on our behalf you may wish to raise the issue with them first. However, if you wish to complain formally, we will look into this ourselves and respond to you.

6.8 If you think we have infringed data protection law because of the way we have handled your personal information (or the personal information of someone on whose behalf you are acting), you may use this policy. For example, the way we have responded to your subject access request, the security measures we have used to store your data or how we have collected and / or used your personal information.

6.9 This policy also covers complaints about our Welsh Language Scheme. For example, lack of opportunities to use Welsh when receiving services or dissatisfaction with how we have considered the Welsh language when making decisions.

7. How we deal with your complaints

7.1 Informally

If possible, we believe it is best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you are dealing with. Staff will try to resolve the problem quickly in an informal

way and should resolve the complaint within **five** working days. If the member of staff cannot help, they will explain why, and you can then ask for a formal investigation.

7.2 How to express your concern or complain formally

7.2.1 You can tell us about your issue in any of the following ways:

- Contact our Complaints Officer on 01685 352831
- Send an email to complaints@mtha.org.uk
- Use the complaints form attached at Appendix 2 or on our website at www.mtha.org.uk
- Ask for a copy of our complaints form from any member of staff
- Write to the Complaints Officer at the following address:
  Merthyr Housing, 11-12 Lower High Street, Merthyr Tydfil, CF47 8EB

  Copies of this policy and our complaints form are available in Welsh, Polish and Portuguese.

7.2.2 Normally, we will only be able to look at your concerns if you tell them about them within six months. If it is more than six months since you first became aware of the problem, please give the reason why you have not complained before now. We will only be able to look at a complaint which is more than six months ago, if you can provide strong reasons for the delay in contacting us.

7.3 Formal Complaints

7.3.1 We will formally acknowledge your concern within 2 working days of receipt. We will deal with your complaint in an open and honest way, and we will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.

7.3.2 We will advise you who has been asked to investigate your complaint. If it is straightforward, the relevant Service Manager will investigate it and respond. If it is more serious, we will ask the relevant Director to investigate. Where the complaint concerns a Director, it will initially be dealt with by the Chief Executive and if it concerns the Chief Executive, it will be dealt with by the Chair of the Board.

7.3.3 The person investigating your complaint will aim first to establish the facts. The extent of the investigation will depend on the seriousness and complexity of the issues raised. In some instances, we may ask to meet with you to discuss your concerns. They will look at the relevant evidence. This could include file notes; letters, e-mails; telephone logs; talking to staff and looking at policies. We may ask you to provide copies of e-mails or telephone logs in exceptional circumstances.

7.3.4 If there is a simple solution to your complaint, we may ask you if you are happy to accept this. For example, where you have asked for a service, and

we see straight away that you should have had it; we will offer to provide the service rather than investigate.

7.3.5 We aim to resolve complaints as quickly as possible and will provide a full explanation and response with 10 working days of receipt. If the complaint is more complex or serious, it may take longer to investigate. If this is the case, we will let you know why it is taking longer to investigate and how long it will take. We will give you regular updates on progress.

7.3.6 If your complaint relates to the way we have handled your personal information (or the personal information of someone on whose behalf you are acting), we will endeavour to respond within 10 working days. However, there may be instances where we take 30 calendar days in which to respond to your complaint.

7.4 Our process is shown graphically in Appendix 1.

8. Outcome

8.1 If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred method of communication. This could be by letter or by email for example. If we find we got it wrong, we will tell you and explain why it happened.

8.2 If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

8.3 If we did not provide a service you should have received, we will aim to provide it now if that is possible. If we did not do something well, we will aim to put it right. If you have lost out as a result of a mistake we have made we will try and put you back in the position you would have been if we had got it right. If you had to pay for a service yourself, when you should have had one from us, we will usually aim to make good what you have lost.

8.4 If your complaint is about the way we have handled your data and it is upheld, we will explain how we have resolved it and any actions we have taken as a result. If we do not uphold your complaint, we will explain how we have reached that conclusion.

8.4 If we get it wrong, we will always apologise.

9. Ombudsman

9.1 If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into 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 Merthyr Housing.

- Have been disadvantaged personally by a service failure or have been treated unfairly

9.2 The Ombudsman expects concerns to be brought to our attention first to give us a chance to put things right. The Ombudsman can be contacted by:

Phone: 0845 601 0987
E-mail: ask@ombudsman-wales.org.uk
Website: www.ombudsman-wales.org.uk
Writing to: Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

9.3 You can complain to the Information Commissioner's Office at any time, including if you are unhappy with our response to your complaint.

Phone: 0303 123 1113
Website: Contact us - public | ICO

9.4 If you are unhappy with the way we have treated your complaint about the Welsh Language, you may make a complaint to the Welsh Language Commissioner's office.

Phone: 0345 603 3221
Email: post@cyg-wlc.cymru
Website: Complaints Form
Writing to: Welsh Language Commissioner's Office
Unit 2, Block C, Victoria Dock, Caernarfon, LL55 1TH

10. What if help is needed?

10.1 We will help you make your complaint known. If you need extra assistance, we will try and put you in touch with someone who can help. You may wish to contact Shelter or Citizens Advice who may be able to assist you.

10.2 You can also use this policy if you are under the age of 18. If you need help, you can speak to someone on the Meic Helpline (**phone: 080880 23456; text: 84001 www.meiccymru.org**). Alternatively, you can contact the Children's Commissioner for Wales:

Phone: 01792 765600
Email: post@childcomwales.org.uk
Write to: Children's Commissioner for Wales
Llewellyn House, Harbourside Business Park, Harbourside Road, Port Talbot, SA13 1SB

10.3 This policy will be followed whether you contact us directly to make a complaint or ask someone else to complain on your behalf.

11. What we expect from you

11.1 We believe that all complainants have the right to be heard, understood and respected and our staff have the same rights. We, therefore, expect you to be polite and courteous. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

11.2 It is recognised that complainants may act out of character in times of trouble and distress. We do not view behaviour as unacceptable just because a complainant is forceful or determined.

11.3 We have a Policy on Dealing with Unreasonable Behaviour or Actions and the actions of complainants who are aggressive, demanding or persistent may result in the use of this Policy.

12. References

Related External Documents	
Reference	
Data (Use and Access) Act	Welsh Language Standards
Related Internal Documents	
Data Protection Policy	
Welsh Language Scheme	

13. Document control

Document Information	
Business Owner:	Governance Manager & Company Secretary
Version no:	3
Effective date:	June 2026
Review date:	June 2029
Uncontrolled version if printed or emailed. If you are viewing this document from your personal drive, via email or as a hard copy, it may not be the latest version. The current version can be found on the Z Drive:\Policies and Procedures	

Document History			
Date	**Version no.**	**Author**	**Description**
28/07/23	2	Governance Manager & Company Secretary	Policy & Procedure streamlined
29/05/2026	3	Governance Manager & Company Secretary	Triennial Review and included right to complain under DUAA

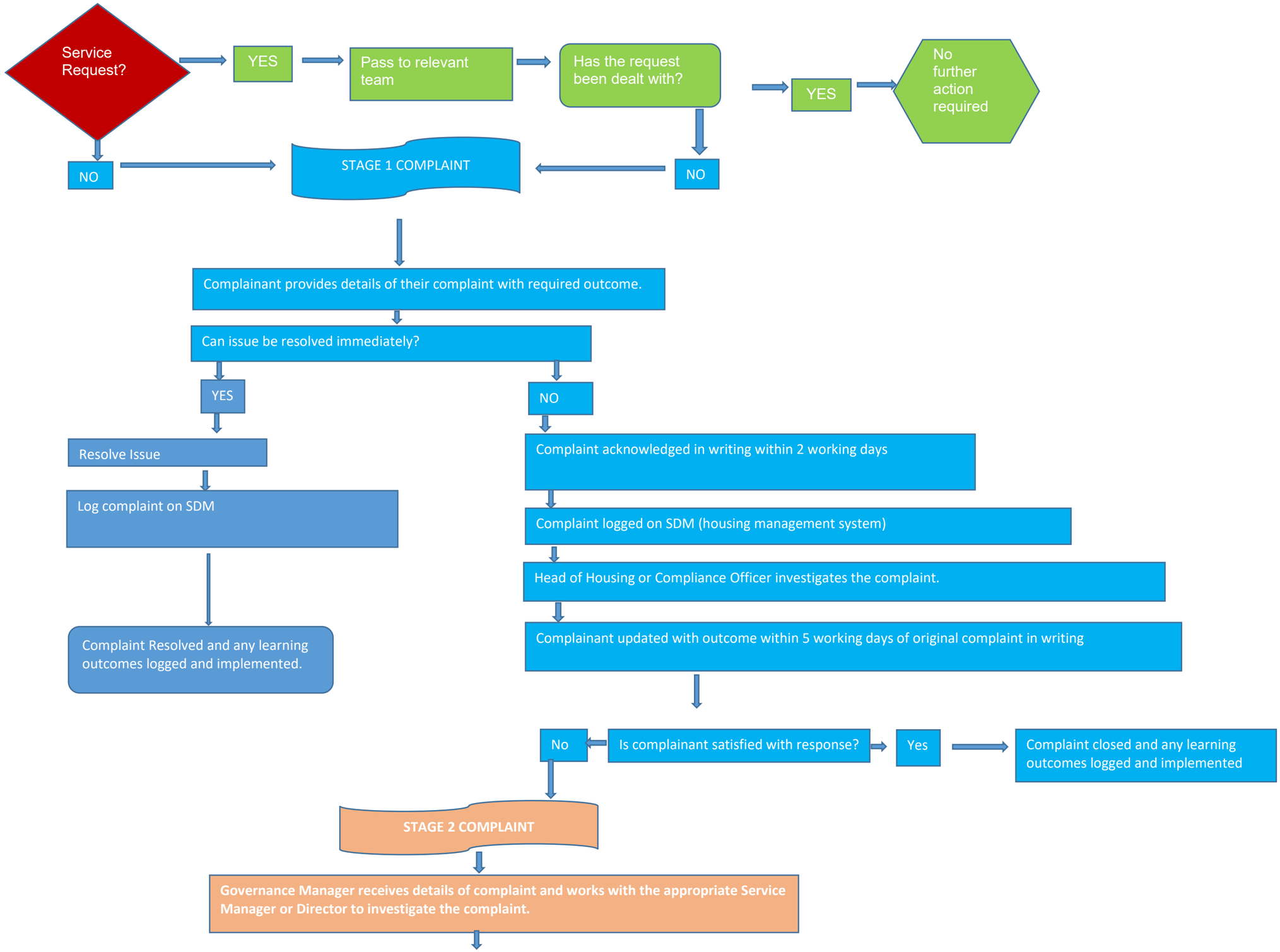
14. Equality and Diversity

14.1 An Equality Impact Assessment has been completed for this policy and is included as an internal reference document. The assessment was completed using the agreed method adopted by the Association to ensure that all legislative requirements and good practice with regard to Equality & Diversity is followed together with the Association's own policies related to Equality & Diversity.

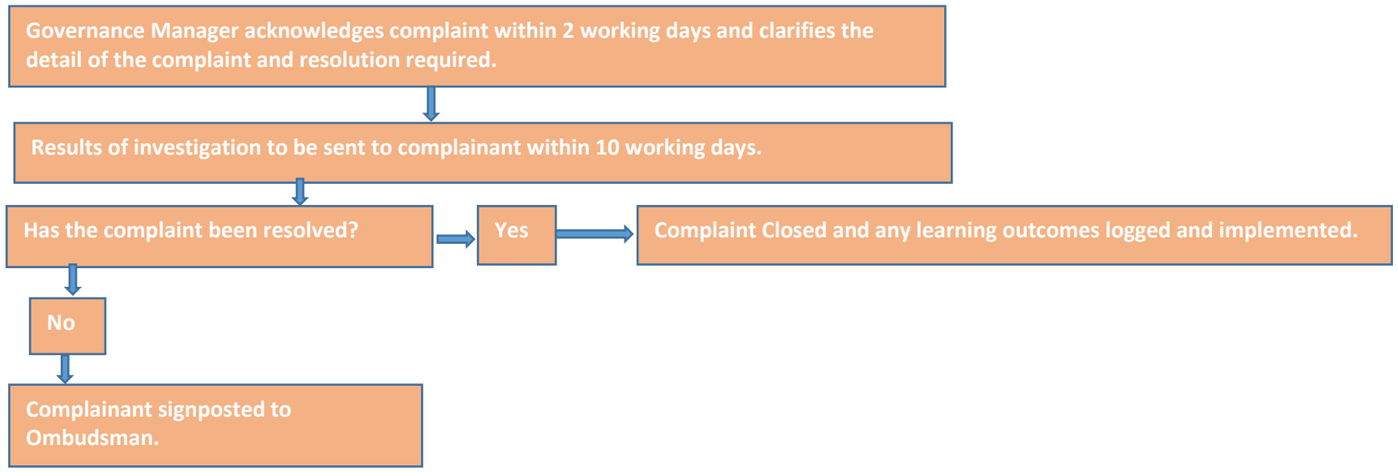
15. General Data Protection Regulations (GDPR)

15.1 A Data Protection Impact Assessment has been completed and is included within the internal reference document schedule. The assessment has also been subject to peer review by staff members outside to area of operation to which the policy directly relates. The policy will be implemented in compliance with relevant data protection legislation and the Association's own Data Protection policy.

APPENDIX 1


Service Request?
YES
Pass to relevant team
Has the request been dealt with?
YES
No further action required
NO
STAGE 1 COMPLAINT
NO
Complainant provides details of their complaint with required outcome.
Can issue be resolved immediately?
YES
NO
Resolve Issue
Log complaint on SDM
Complaint Resolved and any learning outcomes logged and implemented.
Complaint acknowledged in writing within 2 working days
Complaint logged on SDM (housing management system)
Head of Housing or Compliance Officer investigates the complaint.
Complainant updated with outcome within 5 working days of original complaint in writing
No
Is complainant satisfied with response?
Yes
Complaint closed and any learning outcomes logged and implemented
STAGE 2 COMPLAINT
Governance Manager receives details of complaint and works with the appropriate Service Manager or Director to investigate the complaint.

APPENDIX 1


Governance Manager acknowledges complaint within 2 working days and clarifies the detail of the complaint and resolution required.
Results of investigation to be sent to complainant within 10 working days.
Has the complaint been resolved?
Yes
Complaint Closed and any learning outcomes logged and implemented.
No
Complainant signposted to Ombudsman.

APPENDIX 2

Concern/Complaint Form

A: Your Details

Surname:	Forename(s)	Title: Mr/Mrs/Miss/Ms/if other please state:
Address and Postcode:		
Your email address:		
Daytime contact phone number:		
Mobile Number:		

Please state by which of the above methods you would prefer us to contact you:

_____

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

B:

Their name in full:	
Address and Postcode:	
What is your relationship to them:	
Why are you making a complaint on their behalf:	

APPENDIX 2

C: About your concern/complaint (Please continue your answers to the following questions on a separate sheet(s) if necessary).

C.1 Name of the department/section/service you are complaining about:

C.2 What do you think they did wrong, or failed to do?

C.3 Describe how you personally have suffered or have been affected?

C.4 What do you think should be done to put things right?

C.5 When did you first become aware of the problem?

C.6 Have you already put your concern to the staff responsible for delivering the service? If so, please give brief details of how and when you did so.

C.7 If it is more than 6 months since you first became aware of the problem, please give the reason why you have not complained before now.

If you have any documents to support your concern/complaint, please attach them with this form.

Signature: _____

Date: _____

When you have completed this form, please send it to:

Governance Manager
Merthyr Tydfil Housing Association
11-12 Lower High Street
Merthyr Tydfil, CF37 8EB

Email: complaints@mtha.org.uk