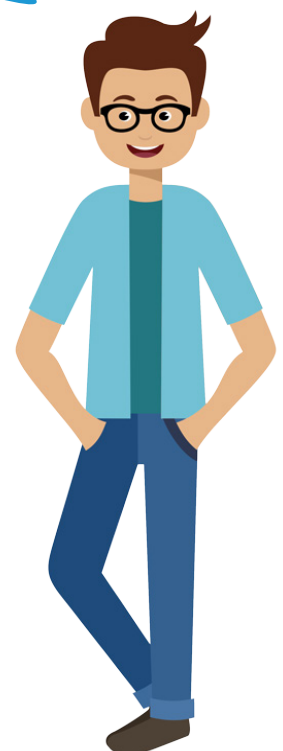


# Tell us about it

**Compliments and Complaints**  
**We value all your comments**

*"I would like to pass on  
a compliment about a  
Family Housing staff  
member"*

*"They would be gratefull  
to here from you!  
You can contact them by  
phone, email, on-line or  
by visiting their office."*



# Complaints and Compliments

We want to provide you with an excellent service but realise that sometimes we get things wrong. To help us to put things right as quickly as possible we want to hear from you if you are unhappy with anything we do.

For example:

- We have not done something we should have done or said we would
- You think our policies or procedures are unfair
- We gave you misleading or unsuitable advice
- We have treated you unfairly or disrespectfully

A complaint is not a request for service i.e. **“I want to complain that my door is broken”** but **“you did not fix it when you said you would”** is a complaint.

Note that we do not normally look into things that happened over six months ago because it is more difficult to find out what happened.

We will not consider complaints about your neighbour’s behaviour under this policy. However, you can still contact us for advice.



# The process ...

## How can I complain?

The best way is by talking to a member of staff so that we can try to resolve things there and then. You can speak to our staff in person, in one of our Schemes or when they come and visit you in your home.

## What happens next?

We always try to deal with things straight away. If this is not possible, we will explain why and keep you updated whilst we look in to what happened.

## Contact Us

You can also visit us at  
**43 Walter Road, Swansea, SA1 5PN**

You can call us on  
**01792 460192**

You can e-mail us at  
[info@fha-wales.com](mailto:info@fha-wales.com)

## Compliments

If you think we are doing a good job then we would love to hear from you. Just tell a member of staff what you think we have done well. You can do this in person, by telephone or on-line. We may use your comments to promote the work we do.

**You can also register your complaint or compliment by private message on our social media sites or via our website.**



[@fhawales](https://www.facebook.com/fhawales)



[@fhawales](https://twitter.com/fhawales)



[fha-wales.com](http://fha-wales.com)

## Further Information ...

### If you are unhappy with our initial decision about your complaint

You can appeal our decision by asking us to look at this again.

If you are still unhappy with our decision you can complain to the **Public Services Ombudsman for Wales**. The Ombudsman is able to look into your complaint further and is independent of all government bodies. You may contact them at any point, however they are likely to ask you to talk to us first to give us a chance to put things right.

You can contact the Ombudsman by:

**Public Services Ombudsman for Wales**  
1 Ffordd yr Hen Gae  
Pencoed, CF35 5LJ

**0845 601 0987**  
[ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

### Complaints about care and support you get from us

You can complain about these services directly to the Local Authority's Supporting People Team or to Care and Social Services Inspectorate Wales (CSSIW) if you prefer. You can contact us for details on how to do this.

### If you are under 18

If you need help to make a complaint you can speak to someone on the Meic Helpline (phone 080880 23456, [www.meiccymru.org](http://www.meiccymru.org)) or contact the Children's Commissioner for Wales.

Again, you can contact us for details on how to do this.

**This information is available in large print and in other formats.  
Please contact us for details.**