

Q: What is a complaint?

Bron Afon has adopted the definition of a complaint put forward by the Public Services Ombudsman for Wales:

“An expression of dissatisfaction or concern either written or spoken made by one or more members of the public about a public body’s action or lack of action or about the standard of service provided which requires a response.”

Q: How do I make a complaint?

A: A complaint is where you tell us that you’re not happy about our standards of service, actions or lack of action. If we get something wrong, we want you to tell us so that we can put it right wherever we can. It will also help us to improve our services.

You can make a complaint in any of the following ways:

- **You can call us on: Freephone 0800 111 42 42**
- **You can visit or write to us at:**
Liaison Officer
Bron Afon Community Housing
Tŷ Bron Afon
William Brown Close
Llantarnam Industrial Park
Cwmbran
Torfaen NP44 3AB
- **Or email us at: mandie.adams@bronafon.org.uk**
- **Visit our offices:**
34 Bailey Crescent (Garndiffaith), Fairwater Square (Fairwater),
7 Maendy Square (West Pontnewydd).

Q: What will happen with my complaint?

A: We will forward your complaint to Mandie Adams, Liaison Officer, who will record the complaint and acknowledge receipt by writing to you within three working days. This is stage one of the complaints procedure.

Q: Who will deal with my complaint?

A: A Manager of the service area you are complaining about will look at your complaint. They may call you or visit you at home to make sure that they fully understand all the details of your complaint.

We will then investigate your complaint and follow this up with a letter.

Q: How long will I have to wait?

A: We aim to deal with complaints within ten working days.

Q: How will Bron Afon put things right?

A: We aim to resolve any outstanding issues quickly, to improve communication, give an apology when one is due and ensure that we learn from the complaint.

Q: What if I am not happy with the response or want to appeal?

A: If you are not satisfied with our response or want to appeal, please tell us. You can write to Mandie Adams, Liaison Officer, Bron Afon Community Housing, Tŷ Bron Afon, William Brown Close, Llantarnam Business Park, Llantarnam, Cwmbran NP44 3AB. We will then give you details of how you can take your complaint to the second stage. The second stage will be dealt with by our Chief Executive or on his behalf by a senior officer.

Q: Can someone act on my behalf?

A: Yes, you can have someone act on your behalf. However we will need you to sign a declaration of authority.

Q: Can I complain to the Ombudsman?

A: If you are still unhappy with Bron Afon's answer, you can contact the Ombudsman at anytime after Stage 1. You still have the right to continue your complaint under the remaining stages of our complaints procedure.

Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

Telephone: 0845 6010987 (Calls to this number are charged at a local rate)

E-mail: ask@ombudsman-wales.org.uk