



Tai Tarian

Complaints and Compliments Policy

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An Equality Impact Assessment of the Complaints and Compliments Policy has been undertaken in line with current legislation by the Customer & Communities Manager, Communications & Stakeholder Engagement Team.

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1. Introduction

We are committed to providing excellent customer service and dealing effectively with any concerns or complaints about the organisation. This policy outlines how we will address and work with our tenants, community members and other stakeholders when we fail to meet that commitment. If we get something wrong, we will apologise and, where possible, try to put it right. We want to learn from our mistakes and use the information gained from complaints to improve services.

This policy has been co-designed in partnership with tenants and in alignment with the Public Services Ombudsman for Wales (PSOW) model complaints handling framework. Through this collaborative approach, we have incorporated tenant feedback and expectations to ensure that our approach to complaints is clear, fair and accessible. Tenants have told us that it is important that we communicate effectively, act with transparency, and are open and honest in all our interactions, and this policy reflects those principles.

2. Who the policy relates to

Tenants (contract-holders), leaseholders and all other stakeholders are covered by this policy. Stakeholders may be applicants wishing to become a tenant of Tai Tarian, an owner occupier who lives in proximity to properties owned by Tai Tarian, or members of the public who have had an interaction with the organisation.

For the purpose of this policy, we have referred to all those who are able to raise a complaint or submit a compliment, as a customer.

3. When to use this policy

When a customer expresses concerns or complain to us, we will respond in the way we outline in this policy. There may also be matters which aren't covered in this policy, for example, reporting a neighbour dispute, in that instance we will advise about how to make concerns known.

This policy does not apply to data access issues. Any request for information will be dealt with via our SAR requests. Please contact our Data Protection Officer by emailing corporateservices@taitarian.co.uk

Our Customer Liaison Officers will be able to help on the type and scope of the complaints we consider under this policy and where to go if it does not apply.

4. Definition of a Complaint

For the purposes of this policy, a complaint is:

- An expression of dissatisfaction or concern.
- Made verbally, in writing, or through any other communication method.
- Raised by one or more members of the public (including individuals or groups receiving, or denied, a service to which they are entitled).
- Related to the organisation's lack of action, or the standard of service delivered.
- An issue which requires a response. This may relate to the organisation itself, or to a person, body, contractor, or partner acting on its behalf.

5. What is not considered a complaint

The following are not considered complaints under this policy:

- An initial request for a service (for example, reporting a repair).
- An appeal against a properly made decision by the organisation.
- A request to change legislation, policy, or a properly made decision where laws or policies have been correctly applied (for example, the setting of rent payments).

6. Request for service

If approaching us to discuss a service for the first time, (e.g., reporting a repair) then this policy does not apply. Contact should be made to the appropriate department such as the Repairs Helpline or relevant Officer. The request will be dealt with as soon as practically possible and/or within specified service standards by the relevant team.

If we fail to deal adequately with the issues above, then the organisation will deal with complaints as described below.

7. How to complain

We are committed to providing quality housing and services. To do this, we need to know what we do well and what we could do better. That way our customers can help us to strengthen and improve our service for all tenants.

How to raise a complaint;

- Fill in our online web form [here](#).
- Phone us on 01639 505856
- Email us at feedback@tairarian.co.uk
- Write to us at Feedback, Tai Tarian, Tŷ Gwyn, Brunel Way, Baglan Energy Park, Neath, SA11 2FP
- Raise a complaint with a staff member, such as a Housing officer

We will support our customers and empower them to make their complaint effectively. Our staff are trained to deal with complaints in a sensitive, professional, and constructive manner.

Our complaints process has been streamlined into two stages. This follows the recommended Public Service Ombudsman of Wales' model complaints handling process.

Stage One – Informal Resolution

This stage focuses on resolving complaints informally at the point of service delivery, either when the issue arises or shortly afterwards. It is an integral part of frontline service delivery and customers can be confident that staff will respond to their complaint.

In most cases, the initial response will involve an explanation or appropriate action taken by a frontline colleague to resolve the issue.

Where possible, we aim to deal with complaints immediately. Complaints can be raised with the person providing the service at the time, or a complaint can be made through any of our contact channels. Our colleagues will make every effort to resolve the matter promptly. If any lessons can be learned from complaints, colleagues will take these into account to improve future service delivery.

While this is called 'informal' we will make a record of the complaint on our systems so that the dissatisfaction is recorded. We have 10 working days in which to resolve a stage one complaint.

If one of our colleagues is unable to resolve the complaint, or if it requires more time to complete the investigation, we will explain why and advise of the next steps and escalate the complaint to - a Stage 2 - formal investigation.

Stage Two – Formal Resolution

Stage 2 of the complaints procedure is designed to ensure that each case is handled in a way that best suits the nature of the complaint. At this stage, the complaint will be reviewed by a member of the Management Team who was not involved in the Stage 1 investigation.

All formal complaints are logged in our complaints system. We will acknowledge receipt within 5 working days, outlining how we intend to proceed, confirming the complainant's preferred method of communication, and identifying any specific requirements (for example, large print documentation). We aim to provide a full response within 20 working days; however, in more complex cases, we will keep the complainant updated if additional time is required. Where a complaint is upheld, our response will include an apology and details of the actions we will take to resolve the issue.

We are committed to handling all complaints in an open and transparent manner. Raising a concern or making a complaint will not affect how customers are treated by us in the future.

In most cases, we can only investigate complaints that are raised within 6 months of the issue occurring. This helps ensure that matters are addressed while they are still fresh in everyone's memory.

In exceptional circumstances, we may consider complaints raised after this time limit. However, we will need to understand why the issue was not reported earlier, and we must have enough information to investigate it properly. We will be unable to consider complaints about matters that occurred more than three years ago.

Complaints from third parties, such as a family member, support worker or carer, will be dealt with in line with this policy, once we have received consent from the customer.

Complaints involving more than one organisation

If a complaint involves more than one organisation (for example, a Housing Association and a local Council), we will normally work together to determine which organisation will take the lead. The complainant will be informed of the person responsible for keeping them updated throughout the process.

If a complaint relates to a service delivered on our behalf (such as a contractor), customers may choose to raise the issue with them directly in the first instance. However, it is also possible to raise a complaint with us and we will investigate the matter ourselves and provide a response.

Investigation Outcome

Following a formal investigation, we will share the outcome of the complaint. Where helpful, we may also provide a summary of what we found and explain how we reached our decision.

If we find that we have not met our usual standards, we will be open about this, apologise and let you know what we are doing to put things right.

When a complaint shows that there is a problem with the way we work, deliver a service, or manage a process, we will use this feedback to help us improve.

Putting things right

If we did not provide a service that you were entitled to, we will agree with you how this can be resolved. If we did not carry out a service properly, we will aim to put it right. If you have been unsettled or inconvenienced because of a mistake on our part, we will try to put you back in the position you would have been in if things had been done correctly.

8. The Ombudsman

If a complaint remains unresolved, customer have the right to refer their complaint to the Public Services Ombudsman for Wales. The Ombudsman is independent of all public bodies. The Ombudsman may be contacted by:

Phone: 0300 790 0203

Completing the online complaint form: [Complaint Checker - Public Services Ombudsman for Wales](#)

In writing to: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ.

Further information can be found on the Ombudsman's website - [Welcome to the Ombudsman | Public Services Ombudsman Wales](#).

For complaints relating to the supply of heat services the details for the Energy Ombudsman can be found below:-

Phone: [0330 440 1624](#)

In writing to: Energy Ombudsman, P.O.Box 966, Warrington WA4 9DF
enquiry@energyombudsman.org

There are also other organisations that consider complaints. For example, the Welsh Language Commissioner's office deals with complaints about services in Welsh. We can advise about other organisations too.

9. Data Protection Complaints

We will aim to acknowledge and respond to concerns as promptly as possible and resolve the matter where we are able. We aim to respond to all data protection or privacy related complaints within one calendar month.

Please contact our Corporate Services Team corporate@tairarian.co.uk

In the event of a customer feeling that their personal information has not been handled correctly, or they are unhappy with our response to any requests made to us regarding the use of their personal information, a complaint can be made to the Information Commissioner's Office.

Contact details:

- Calling them on 0303 123 1113
- Write to - Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
- Online www.ico.org.uk/concerns

10. Seeking extra help

If extra assistance is needed, we will signpost to someone who can help, for example, Citizens Advice Bureau.

If a complainant is under the age of 18 they can also refer to this policy and in the event of needing a little extra help, they can speak to someone on the Meic Helpline (phone 08088023456, www.meiccymru.org) or contact the Children's Commissioner for Wales. Contact details:

Telephone number: 01792 765600
Email: post@childcomwales.org.uk
Website: www.childcom.org.uk
Address: Oystermouth House, Phoenix Way, Llansamlet,
Swansea, SA7 9FS

Housing help and advice

Shelter Housing Cymru

Their advice online pages have up-to-date, expert housing advice about most housing problems. It is the quickest way to find advice.

- Call Shelter Cymru's urgent [08000 495 495](tel:08000495495) (9am – 4pm Monday to Friday)
- Phone or visit a Shelter Cymru [advice centre near you](#)

11. Learning Lessons

We take feedback seriously and are committed to learning from any mistakes made. In developing and reviewing this policy, we have actively engaged with tenants to understand their experiences and expectations. This engagement has informed changes to ensure that we listen and respond to tenant feedback, particularly their expectation that we communicate clearly, act transparently, and are honest in all our interactions.

We will proactively analyse complaints for trends, learnings and service improvements, maintaining an accessible, customer focussed and consistent resolution process.

Our Leadership Team review a summary of all complaints, as well as details of any serious complaints. Our Board also receives updates on the number and type of formal complaints received, their outcomes, and any lessons learned.

We share summary (anonymised) information on complaints received and complaints outcomes with the Ombudsman as part of our commitment to accountability and learning from complaints.

Where there is a need for change, we will develop an action plan setting out what we will do, who will do it, and when we plan to do it by.

12. Unreasonable Behaviour

If we are unable to take any further action on a complaint, we will explain why, we will still consider any new concerns or information provided.

We will always consider complaints fairly and thoroughly. However, if the same issues are repeatedly raised without new information, or if excessive correspondence is sent (including AI-generated messages), we may limit further contact where this delays the resolution of the complaint or places an unreasonable demand on our resources. We also understand that making a complaint can sometimes be frustrating. However, we do not accept aggressive, abusive or unreasonable behaviour. Any decision in relation to these will be made carefully and in line with our Unacceptable Behaviour by Complainants Procedure.

13. Policy review

This policy will be monitored on a regular basis, as set out on the front page of this document to ensure it remains fit for purpose and reflects the practices of Tai Tarian and any changes in legislation.

14. Compliments

Tai Tarian welcomes positive feedback regarding customer experience from all stakeholders. The majority of compliments are collated by the Customer Liaison Officer.

15. Welsh language implications

This policy complies with Tai Tarian's Welsh Language Scheme. Details of which can be found on our website under the Welsh section.

16. Equality implications

Tai Tarian is committed to giving an equal service to all. Any action taken under this policy will comply with current equalities legislation. This policy has also undergone a full equalities impact assessment.

17. Accessibility

The policy is readily available to all stakeholders on the Tai Tarian website www.taitarian.co.uk. Hard copies are available on request. Every effort will be made to provide alternative options such as audio, braille upon request. Alternatively, we can look to translate or provide an alternative solution, for example language line on request, via the Feedback Team, at Tŷ Gwyn, Brunel Way, Baglan Energy Park, Neath.

18. Links to other documents

- Complaints Procedure
- Equality, Diversity and Inclusion Policy
- Data Protection Policy
- Unacceptable Behaviour by Complainants Procedure