

## how can I complain?

If you have a general complaint then staff will usually try and sort it informally as soon as possible. We always try to do that first, because the most important thing is to put right something if it's wrong. If you want to make a 'formal' complaint, **then we have the following ways:**

- ✓ **Write to us** - send a letter detailing your complaint or fill out our complaints form
- ✓ **Telephone us** - our customer service advisors are available to help you on **(01633) 212375**
- ✓ **Email us** - send in your complaint to **customerserviceteam@charterhousing.co.uk** via our website **www.charterhousing.co.uk**

If you need this or any other information from Charter Housing in your own language or a different format, please contact us. **We're always happy to help.**

charter  
housing

housing people

i'm not  
happy!

# making a complaint

what if we agree we've got it wrong?


## what if my complaint is about racial or other discriminatory harassment?

We take complaints of harassment extremely seriously. We operate a harassment policy covering all types of harassment which will help you deal with a problem like this. For more information, please see our information booklet, Hate Crime.

## find out more

To find out more give us a call on **01633 212375**  
Visit our new website **www.charterhousing.co.uk**  
Come and see us at **11 Devon Place, Newport NP20 4NP**

charter guides



**Charter aims to give you the best standards of service. We try to get it right first time, every time, but there may be occasions when you're not happy with what we do.**

We obviously hope you don't have a need to complain, but to deal with those times when you don't feel we've got it right for you, we have a complaints procedure. It's fine to complain if you feel unhappy with something we've done, or not done. We'll always listen to what you have to say, treat your complaint seriously and look into it as soon as we can. We'll also use your complaint to learn from any mistakes and to continue improving our service. Complaints can be a very helpful way to show us what we need to do better.

## what's a complaint?

If you're unhappy with the standard of service, action - or lack of action - by Charter, its staff or contractors that we use, you can make a complaint. We really don't mind you telling us that you're not happy, we'd much rather know!

## can anyone complain?

**Yes.** Complaints can come from one person, a group of people, or an organisation who think they've been affected by something Charter has done, or should have done. Complaints can also come from a friend, relative or someone else acting on your behalf, if that is easier for you.

## how is my complaint handled?

We'll always try to deal with your complaint informally in the first instance. Our priority is to put something right where we've got it wrong, if we can, and to explain why we can't if we can't. If we can't solve your problem informally, then we'll make a record of your complaint and give you a reference number for it. We'll write to you within three working days and we'll tell you who's dealing with your complaint. We'll look into your complaint in seven working days and write to you or ring you about what we're going to do to put things right.

If we can't give you a full answer about what we're going to do in this time, we'll contact you again and tell you why we need more time and give you a new date for our response.

## what if we agree we've got it wrong?

If we've got it wrong, we'll admit to that and apologise. Even if we haven't done something wrong according to our policy, we will always look at what you've told us to see if we need to change the way we do things for the future.

We will tell people regularly about what we've changed as a result of complaints we've had in 'Contact' magazine.

## is there anyone else I can complain to if I'm still not happy?

If you aren't happy after your complaint has been dealt with formally, you can complain to the Public Service Ombudsman for Wales. They have a Complaints Advice Team who can offer advice on what to do next.

Contact: The Public Service Ombudsman for Wales  
**1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ**  
Tel: **01656 641150** Email: **ask@ombudsman-wales.org.uk**

More information on our Complaints Policy and how we deal with complaints is available on our website - [www.charterhousing.co.uk](http://www.charterhousing.co.uk)

