

Complaint, Compliment or Query

Name:

Address:

Telephone:

This is a:

Complaint Compliment Query

Please tell us about your complaint, compliment or query.

Complaint Procedure Timeline

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If you make a complaint, we will respond to you within agreed time scales explaining what action has been taken and what else you can do if you are still dissatisfied.

1. Every written formal complaint is acknowledged within 5 working days.
2. If a complaint is made informally and can be resolved to your satisfaction we will aim to do so within 10 working days.
3. Any investigation and response to a formal complaint should be carried out within 28 working days. If further time is required, reasons will be provided for the delay.
4. If you make an appeal to a decision, a director will respond to the appeal within 28 working days.

Due to Covid-19 pandemic we are conducting all our appointments over the phone and through video calls.



Complaints, Compliments and Queries

198 Holton Road, Barry,
Vale of Glamorgan
CF63 4HN

Office opening hours:
Monday - Friday 9am - 4:30pm
Phone: 01446 744755
E-mail: info@atalyfro.org

www.atalyfro.org

AT ATAL Y FRO WE WORK TOGETHER
TO SAFEGUARD ALL ADULTS AND
CHILDREN

Registered Charity Number 1034188

We welcome and encourage your feedback about the services we provide. Compliments are always appreciated, and we welcome the opportunity to respond to any queries you may have.

This can be done at any time either

- Verbally in person or by the telephone
- In writing by letter or email
- In any other reasonable format
- Via the CCQ form on this leaflet

Informal Complaint

If you make an informal complaint, we believe that, whenever possible, it is best to deal with things straight away rather than allow your concerns to escalate.

After talking the problem through, staff will suggest a course of action so the complaint can be dealt with quickly and to your satisfaction. This is how most complaints are resolved.

Formal complaint—stage one

Initially, all formal complaints should be sent to Atal y fro at 198 Holton Road, Barry, CF63 4HN.

They will reply by letter within five working days, acknowledging receipt of your complaint, and will inform you who is dealing with your complain or query as well as how they can be contacted.

Once a decision is made, the manager will provide a written explanation and offer to meet with you.

All service users have the opportunity to make a complaint, compliment or query formally or informally. Our aim is to help you to resolve your issues and concerns, so do not be afraid to say what you feel.

If you wish to have a friend or someone else complain on your behalf, we would need your consent before speaking with them. Please be assured that your complaint will be dealt with sympathetically and confidentially.

Our complaints procedure is detailed below.

Formal complaint - stage two

If you are not satisfied with the outcome of the first stage of the procedure, or feel that the procedure has not been followed, the next stage is to appeal to the CEO. This appeal can be made verbally or in writing.

Once the complaint has been reviewed and a decision made, a letter from the CEO detailing the outcome of the appeal and any action taken as a result of it will be sent to you. The decision made at this level will be final.

If you wish to take your complaint further, you can contact the Public Service Ombudsman.

Public Service Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ
Tel: 0300 790 0203, or;
Supporting People Team
Public Sector Housing, Civic Offices Holton Road, Barry, CF63 4RU

Please tell us about your complaint, compliment or query. (Continued)

Signature:

Date: