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Contact Us

Rhondda Housing
Association
A Charitable Housing
Association
(01443) 424200
enquiries@rhondda.org

Complaints

Help and Advice



Complaints are important to us and are used by us to measure the standard of our services that we provide – by listening to our customers and checking our performances we are adding two vital ingredients of customer care.

If you have a complaint then you should first of all speak to a member of our Customer Services Team who will determine if you have a request for service or a complaint about the standard of service that we have provided. Likewise we need to know about occasions where we have failed to provide you with a satisfactory level of service.

Hopefully the majority of well founded complaints can be sorted out at this stage. However, if you still feel dissatisfied you should speak to the Housing or Maintenance Manager and failing this the Director of Housing Services. If you are still unhappy you can take the matter up with the Chief Executive. If all else fails you can write to the Chair of the Association at the Association's Offices. You may then be invited to a meeting of the Board of Management to put forward your case.

All complaints are recorded and are reported to our Board of Management on a quarterly basis. This way we aim to constantly improve our service to you.

In cases where the Board are unable to satisfy these cases of dissatisfaction you are entitled to contact the ombudsman:

**Public Services,
Ombudsman for Wales**

1 Ffordd y Hen Cae,
Pencoed CF35 5LJ.
Phone: 0845 601 0987
Fax: 01656 641199

Email: ask@ombudsman-wales.org.uk
Website: www.ombudsman-wales.org.uk

Everyone loves a compliment...

We would also like to hear from you if you would like to tell us that everything is ok. If you have had a particularly good experience when dealing with a member of staff, with one of our contractors or just generally while dealing with us then please let us know. Its nice to hear when our tenants are happy with their home or with the service that they have received from us.

Our staff will be respectful and courteous when dealing with all our customers. Therefore, we expect to be shown the same respect and courtesy in return.