

SA/16 Customer Feedback Policy

“Our policies embed our culture, establish boundaries, and outline our expectations. They have been agreed by our Board(s) as best practice documents for the Group’s decision making.”

Policy Statement

As a group we will always aim to deliver the right service outcomes, efficiently with great customer experience.

We encourage our customers to give us feedback on the services we are delivering well and where we did not meet expectations.

We take all feedback seriously and where we do not meet expectations we will listen to our customers, understand their concerns, deliver a resolution, and learn from the feedback given.

Approval Date	Lead Contact	Review Date
September 2022	Company Secretary	September 2025

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2. Principles

We provide a wide range of services to our customers to help them live happily in their homes. In delivering these services we always aim to deliver the right outcomes efficiently with a good customer experience.

Whilst we always aim to deliver the outcomes our customers want; we know there will be times when we do not meet customer expectations. We encourage our customers to give us feedback to help us understand what services are working well and where we are falling short.

We will always aim to resolve issues as quickly as possible to the satisfaction of the customer raising the concern.

Where we have not met expectations, we have adopted the process recommended by the Public Services Ombudsman for Wales in dealing with this feedback.

Please see Appendix 1 which tells our customers how to give feedback and what they can expect from us when providing feedback.

3. Responsibilities

Group

This policy applies to ateb and West Wales Care & Repair (WWCR).

Board of Management

- The ateb Board of Management, as the parent company within the Group, is responsible for approving the use of this policy and ensuring it is being used effectively in ateb.

- The WWC&R Board of Management is responsible for ensuring this policy is being used effectively within WWC&R.
- The ateb and WWC&R Board will receive bi-annual Customer Feedback reports on the feedback received relating to ateb and WWC&R and lessons learned from the same.

All Managers

- All Managers are responsible for ensuring that this policy and the associated process operates effectively within their teams.
- All Managers are responsible for ensuring their teams have appropriate processes and Customer Service training to equip teams with the skills needed to provide excellent customer service.

All Employees

- All employees are responsible for ensuring they understand this policy and the role they play in ensuring our customers feedback is recorded and dealt with in the timescales given in the guidance.

Contractors

- To ensure that feedback is dealt with in a consistent and effective manner we expect all our contractors to comply with our customer feedback policy.

4. Control

The Company Secretary is the lead contact for this policy and for ensuring it remains operationally effective. The Company Secretary will review this policy at least every 3 years.

This policy is a dynamic document and will be amended as required following service reviews or changes to the operating environment.

Board approval will be obtained before any amendments are published and employees will receive refresher training as applicable.

5. Links to other documents

Internal	External
Equality & Diversity Policy	www.ombudsman.wales
Anti-Social Behaviour Policy	www.careandrepair.org.uk
Data Protection Policy	
Safeguarding Policy	
Repairs Policy	

PN: 21

SA/16 Customer Feedback Policy

Additional help

Contact our customer team quoting the policy reference: PN21

Tel: **01437 763688**

Email: hello@atebgroup.co.uk

Facebook **@atebgroup**

Face to Face: **Meyler House, Haverfordwest, SA61 1QP**

Version History

Ver.	Date	Changes
1	27/04/2021	Policy approved by Board
2	29/09/2022	Policy amendments approved by Board
3		

Customer Guidance – Giving Feedback

Whether it is good or bad feedback, it is important to us to know what you think about our service so we can improve.

If you're acting on behalf of somebody else (for example acting as an advocate, family member etc), we'll need their agreement to you acting on their behalf, which ideally will need to be in writing.

If you want to tell us what we are doing well, please:

- Tell one of our team.
- Use the form on our website www.atebgroup.co.uk
- By email to hello@atebgroup.co.uk
- By phone: 01437 763688
- By post or face to face: ateb Group Ltd, Meyler House, St Thomas Green, Haverfordwest, SA61 1QP
- Via Facebook @atebgroup

Where we have not met your expectations, we take a 3-stage approach to dealing with your feedback. This includes feedback received about our repairs service and a property being unfit for human habitation.

Informal Resolution

We believe it is best to deal with things straight away. Where we have not met your expectations, please raise this straight away with the team member you are dealing with.

The team member will always try and resolve the issue with you there and then. If they cannot because the feedback needs to be raised with someone else, the team member will take your details and you will receive a call or email from the right team member within 2 working days. We will aim to resolve the issue within 5 working days.

If you are not satisfied with how a repair, or a concern about a property being unfit for human habitation, has been dealt with under our Repairs Policy, please formally escalate the issues under stage 1 below.

Stage 1 – Formal Resolution

If you are not happy with how the issue was resolved at the informal stage, you can formally escalate the issue **within 10 working days of receiving our informal reply** in the following ways:

- Using the form on our website www.atebgroup.co.uk
- By email to hello@atebgroup.co.uk

- By phone: 01437 763688
- By post: ateb Group Ltd, Meyler House, St Thomas Green, Haverfordwest, SA61 1QP
- Via Facebook @atebgroup

We will formally acknowledge the feedback within 5 working days, ask you how you want to be communicated with, advise you of the process being followed to investigate your issue and the timescales involved.

We always aim to get the matter resolved as soon as possible and no later than 20 working days. When this is not achievable due to the complexity of the matter, we will inform you of the reasons why and agree a timescale with you.

There may be times when the issue involves a service carried out by another company/body. In these cases, we may need to refer the matter to them, but we will always ensure you know who to contact.

You can find details of our management team and their email addresses on our website. Please follow this link: <https://www.atebgroup.co.uk/about-us/our-management-teams/>

Stage 2 – Formal Resolution

If you are not happy with the outcome or handling of your Stage 1 complaint, you can ask for your complaint to be dealt with at the next stage. If this happens, we will acknowledge the complaint has been escalated and, complete any further investigations and aim to respond in writing within a further 10 working days. Stage 2 complaints will be investigated by an appropriate Executive Director or Senior Manager who will review the way we have dealt with the complaint. They will decide whether to uphold the complaint and, if appropriate, suggest appropriate resolution.

Stage 3 - Ombudsman

If you are still dissatisfied with how we have resolved your issue, we will refer you to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can investigate your matter if you believe that you:

- have been treated unfairly by us or received a bad service.
- have been disadvantaged personally by a service failure.

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right.

You can contact the Ombudsman in the following ways:

- By phone: 0300 790 0203

- By e-mail: ask@ombudsman.wales
- Via the website: www.ombudsman.wales
- By writing to: Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

If you need help

If we cannot help you, we will try to put you in touch with someone who can. You may wish to contact The Citizens Advice Bureau, Shelter Cymru or a solicitor who may be able to assist you.

If you are under the age of 18 and need help you can speak to:

- Meic Helpline: 080880 23456) www.meiccymru.org
- Children's Commissioner for Wales: 01792 765600 (South Wales) 01492 523333 (North Wales) post@childcomwales.org.uk

What we expect from you

We believe that all complainants have the right to be heard, understood, and respected. However, we also consider that our staff have the same rights. We therefore expect you to be polite and courteous in your dealings with us. We accept that circumstances leading to a complaint may have been upsetting or distressing, but we will not tolerate aggressive or abusive behaviour, unreasonable demands, or unreasonable persistence.

Unreasonable demands

Customers may make what we consider unreasonable demands if they impact substantially on our work through the amount of information they seek or provide, the nature and scale of service they expect, or the regularity or number of approaches they make.

Examples of this behaviour could include:

- asking for responses within an unreasonable timescale,
- insisting on communicating with a particular member of staff,
- continual phone calls, emails, or letters,
- repeatedly changing the substance of the complaint or raising unrelated concerns,

- refusal to co-operate with the complaint investigation process while still requesting their complaint be resolved.
- persistent refusal to accept a decision.
- persistent refusal to accept explanations relating to what ateb can or cannot do.
- continuing to pursue a complaint case without presenting any new information.

The way in which these customers approach us may be reasonable, but it is their persistent behaviour in continuing to do so that is not.

How we manage unreasonable demands will depend on the nature and extent of it. Steps we may take include, separately or in combination:

- restricting contact in person, by telephone, letter or electronically or by any combination of these.
- restricting the frequency of contact.
- restricting access to the complaints process in future.

ateb will only take this action as a last resort and will inform customers in writing of any decision to invoke these steps. Customers can appeal the decision by writing to the Executive Director for Customer.