

RHA

HOW WE WILL MANAGE YOUR COMPLAINT

We are committed to not only dealing with complaints made to us, but also learning and improving our services from any complaints made. If we make mistakes, we will acknowledge this, apologise and, where possible, put things right.



Reporting a complaint to us

Complaints can be made by phone, email, via our website, in letter or in person.

We will always aim to resolve your complaint as soon as we can. If you are still unsatisfied, then we have a three step formal complaints process we follow with you.



01443 424200



enquiries@rhawales.com



www.rhawales.com



In writing or in person:
9 Compton Rd, Tonypany,
RCT, CF40 1BE

Three Step Process

When you send us your complaint then this will initially be investigated by our Homes Assistant. When an initial complaint is received, prior to an issue being raised within the formal complaints process, we aim to proactively deal with your concerns by agreeing an immediate resolution. This is agreed with you, as our tenant, and your satisfaction or feedback is logged.

STAGE ONE

Investigated by Head of Service the complaint relates to and we will provide a written response in 10 working days.

STAGE TWO

Investigated by Director of the department within 10 working days and send you a written response.

STAGE THREE

Investigated by Chief Executive with panel made up of board members. And the panel meeting will be carried out within one month.

Our full complaints policy is available upon request. please give us a call if you would like us to share it with you.



01443 424200



Complaints@rhawales.com



www.rhawales.com

   **@RHAWales**

RHA