



Complaints Policy PROCEDURE

This document sets out the procedure for the implementation of the Complaints Policy. It sets out specific actions indicating where responsibility for the implementation of each action sits. This complaint procedure is for prospective tenants, tenants (contract holders) clients and landlords.

All complaints can be sent electronically to: hello@nexase.com

By post: Admin Team, Nexa South Wales. 72 Park Street, Treforest, Pontypridd CF37 1SN

By phone: 01443 400992

Key Principles and Responsibilities

1. That the Business provides information on how to complain.

PROVISION	RESPONSIBILITY OF
Complaints procedure will be provided in the welcome pack	Admin Team
Staff will be knowledgeable and able to pass on information.	All staff
Complaints procedure will be available electronically on request hello@nexasw.com and hardcopy available at Nexa office in Treforest 72 Park Street Treforest Pontypridd and the website www.nexasouthwales.com	Admin Team
The policy and procedure will be regularly reviewed.	Management Team

2. That the business responds to complaints within a set timescale.

PROVISION	RESPONSIBILITY OF
Time Targets as set in KPI	Management Team
Stage 1	28 days
Stage 2	10 working days
Stage 3	28 days

3. That the business provides information on what to do if dissatisfied and how to contact the property Ombudsman.

PROVISION	RESPONSIBILITY OF
Clear Policy and Procedures	Management Team

4. That the business records and monitors all complaints providing reports as necessary.

PROVISION	RESPONSIBILITY OF
Complaints records and reports	Admin Team

Complaint Reporting and Complaint Response

A complaint may be made by a tenant of the business, a neighbour, a landlord, other agency or any other member of the public.

The complainant should complain in the first instance to the business using the procedure set out in this document and send the complaint to hello@nexasw.com

If not satisfied with its response the complainant can either:

Complain to

a) The Property ombudsman – Nexa South Wales are members of a redress scheme- The Property Ombudsman and you can contact these:

By phone: 01722 333306

Electronically

<https://www.bing.com/search?q=property+ombudsman+nexa+south+Wales&FORM=AWRE1>

By post: The Property Ombudsman
Unit 159756, PO Box 7169, Poole, BH15 9EL

b) Rent Smart Wales

By phone: 03000 133344

By post: Rent Smart Wales

PO Box 1106

Cardiff

CF11 1UA

c) Obtain advice and information about her/his remedies at law from a local Citizen's Advice Bureau or Law Centre, or from a solicitor.

Informal Complaint:

This is when someone complains about something that can be immediately rectified by a staff member. This is usually something minor such as contractor not turned up, or a broken light.



If the member of staff can rectify the matter to the complainants' satisfaction, no formal complaint need be made, although a report should be made to Head of Property Management for recording purposes. If this does not resolve the matter or the complaint is not something that can be rectified immediately the complainant should make a formal complaint as detailed below.

Formal Complaint Stage One - Complaint - Nexa have 28 days to respond

Reporting: A complaint can be formally brought to the attention of the business through the following channels:

All complaints can be sent electronically to: hello@nexase.com

By post: Admin Team, Nexa South Wales. 72 Park Street, Treforest, Pontypridd CF37 1SN

By phone: 01443 400992

If a formal complaint is received in any format such as e-mail, telephone call, verbal, or note form, the information will be transferred to a consultation / complaint form for progress and recording

Forms: Consultation / complaint forms are available from any staff member and on the website . www.nexasouthwales.com

Response: On receipt of the complaint the admin team will log the complaint and delegate to an appropriate staff member to investigate and the staff details who is dealing with the complaint will be passed to the complainant.

The investigation may include:

- Interview with complainant.
- Requests for information from others.
- Interviews with others.
- Document review.
- Systems review.

When the investigation is concluded the investigating staff member will respond to the complainant setting out the findings.

All complaints are expected to be resolved within 28 working days. The Investigating staff member will note on the complaints from whether the complainant is satisfied with the response given. If this is the case, no further action need be taken and the case closed.

Should the complainant not be satisfied the Head of Property Management will determine any further course of action. This may be ensuring the complainant is seen by a different member of staff or be given a written response.

Should this not resolve the matter the complainant should appeal to the Head of Property Management under Stage Two as outlined below.

Formal Complaint Stage Two - Appeal to Head of Property Management Nexa have 10 days to respond

Reporting:

The complainant should write to the Head of Property Management

Electronically: FAO Head of Property Management – hello@nexasa.com

Post: FAO Head of Property Management, Nexa South Wales, 72 Park Street, Treforest. Pontypridd, CF37 1SN.

Phone: 01443 400992

setting out the reasons for their dissatisfaction with the findings.

Response: The Head of Property Management will review the case and findings and either amend or uphold the finding. To be completed within 10 days.

Should this not resolve the matter the complainant should appeal to the Director under Stage Three as outlined below.

Formal Complaint Stage Three – Appeal to the Director - Nexa have 28 days to respond

Reporting:

The complainant should write to the Director

Electronically: FAO The Director – hello@nexasa.com

Post: FAO The Director , Nexa South Wales, 72 Park Street, Treforest. Pontypridd, CF37 1SN.

Phone: 01443 400992

The complainant should submit the appeal in writing including all relevant documentation.

Response: The Director will review the case and either: -

- Uphold the findings
- Amend the findings
- Re-examine the case.

Should the Director need to re-examine the case a further investigation would begin using the same methods as outlined in stage one. When the investigation is concluded, the Director will write to the complainant setting out the findings.

Appeals to the Director are expected to be resolved within 28 days.

A complainant has the right at any time in the complaint process to bring their complaint to the attention of the Public Service Ombudsman who is the official appointed to deal with complaints.

Other helpful organisations:

Organisation	Number
Environmental services RCT	01443 425001
Citizens advice RCT	01443 409284
Advicelink Cymru	0800 7022020
PRS Service – debt help	0808 2787920
Landlords -	https://www.nrla.org.uk/ (there is number but you need to be a member to use it)
Shelter Cymru	0800 495495
Environmental services Cardiff	02920872087
Rent Smart Wales	03000 133344
Property Ombudsman	01722 333306

The business endeavours to ensure that its Complaints Policy and Procedure is fully implemented and monitored. The monitoring process leads to regular reports to the Director by the Head of property Management, with documentary evidence to support statistical information. The written Policy and Procedure is there to provide all staff with the information on how to take the appropriate and official action. The Policy has been formally adopted by the business and is regularly reviewed as part of the Policies Review Timetable. Original reports of all complaints should be forwarded to the admin team who will log the complaint, pass it for action to the appropriate member of staff, track its progress and monitor the response rate and outcome. A copy of all the information relating to any complaint will be forwarded to the Head Of Property Management for recording purpose.

Completed cases will be held by the admin team in a complaints file. The Head of Property Management will gather all complaints into a central complaints file and make a regular report to the staff meeting. This report will list the number of complaints, the categories of these complaints, the performance of the business with regard to response times in dealing with complaints and the performance standards of outcomes to dealing with the complaints. The business will promote good practice about the usage of its Complaints Policy and Procedure and will encourage all staff at all levels to enact the very best of customer care to ensure good promotion of the business image. The business will endeavour to maintain sound monitoring procedures to assist in its targets in this area.