

Customer Feedback

Suggestions, Compliments & Complaints.



Creating
better
Living Solutions

ateb

Listening to your feedback is important to us, so we can learn from your experiences and continually improve our services.

If it matters to **you**
It matters to **us**



If you want to make a **suggestion**, or tell us what we are **doing well**, please tell one of the team by:

■ Filling in our form on our website: www.atebgroup.co.uk/contact-us

■ Sending us an email: hello@atebgroup.co.uk

■ Giving us a call on: 0800 854 568 or 01437 763 688

■ Sending us a letter:

ateb Group, Meyler House, St Thomas Green, Haverfordwest, SA61 1QP

Where we have not met your expectations, we take a 3-stage approach to dealing with your complaint.

Informal Resolution

We believe it's best to deal with things straight away. Where we have not met your expectations, please raise this 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.

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 in the following ways:

- Using the form on our website www.atebgroup.co.uk/contact-us
- By email to hello@atebgroup.co.uk
- By phone: 0800 854 568
- By post: ateb Group Ltd, Meyler House, St Thomas Green, Haverfordwest, SA61 1QP

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: 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 Citizens Advice, Shelter Cymru or a solicitor who may be able to assist you.

If you would prefer someone to act on your behalf (e.g. an advocate), tell us who and we would be happy to accept your feedback in this way.

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

- **Meic Helpline:** 0808 802 3456 www.meiccymru.org
- **Children's Commissioner for Wales:** 01792 765 600 (South Wales) 01492 523 333 (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.

If you have any questions or would like further support to give your feedback, please get in touch:



0800 854 568



01437 763 688



hello@atebgroup.co.uk

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