



Service Standards - Comments, Compliments and Complaints

Standard

Barcud is committed to providing good quality service and we want to hear your comments and suggestions on how services can be improved. We would also like to know when we have done something well, this may be about a service you have received, or how helpful a member of staff has been.

Sometimes services don't meet your expectations and when this happens, we need to know about it. We view a complaint as an expression of dissatisfaction and this may be due to something we have or haven't done, or may be someone employed on our behalf such as a contractor.

Who can contact us?

A comment, compliment or complaint can be made by an individual, a group of people or an organisation that is affected by an action or a failure to act by Barcud. A person who has a comment, compliment or complaint can also ask a representative to contact us on their behalf.

Making a Comment, Compliment or Complaint

Barcud values your comments and your feedback and wants to show you that we listen, that we learn from our mistakes and that we always try to improve our services.

You can contact us in the following ways:

By letter:

Barcud Cyf
Unit 4, Pont Steffan Business Park
Station Terrace
Lampeter
Ceredigion
SA48 7HH

By e-mail: post@barcud.cymru

By phone: 0300 111 3030

What happens when you make a complaint?

First Stage

We will

- aim is to resolve most complaints as soon as possible
- acknowledged receipt of your complaint within 5 working days by post or email
- responded to within 10 working days.

If we are unable to resolve your complaint within the ten working days then we will contact you to explain what steps are being taken and when you can expect to have a full response.

First stage Complaints will be investigated by the department Manager responsible for the area of service which is the subject of the complaint. If the departmental Manager is the subject of complaint then the Director of Service will undertake the investigation.

Second Stage

If your complaint has not been resolved at the first stage, then it will be considered by a Director of Service. We will keep trying to resolve your complaint while this process continues and you should receive a response within ten working days of the date that the referral is made to the Director.

If you disagree with the response you receive from the Director of Service, you can ask for your complaint to be considered by the Chief Executive within twenty days of receiving the response. This will then form the third stage.

In cases where the first stage investigation has been carried out by a Director of Service, then the second stage investigation will be carried out by another Director within Barcud.

Third Stage

The Chief Executive of Barcud will investigate your complaint, review the investigation carried out and may ask to meet with you at this stage. If appropriate, you may be offered mediation.

Once the investigation is complete you will be sent a letter telling you of the findings of the Chief Executive. This will usually be within twenty working days; however, if further time is required to complete the investigation, you will be contacted to confirm a revised timescale.

The outcome of the investigation will be reported to the Board for monitoring purposes.

Fourth Stage

If you are still not happy with the outcome, you have the right to contact the Public Service Ombudsman for Wales.

However to do this, you will be expected to have followed our complaints procedure first.

What we will do to resolve any complaint

Barcud will always try and resolve your complaint as quickly as possible. When the investigation has been completed, it may result in an apology, or an explanation. In some cases it could result in a review of an existing policy or procedure, or highlight some additional staff training requirements.

Equal Opportunities:

In line with Barcud's Equal Opportunity statement, we will ensure that all members of the public, irrespective of ethnic background, religion, gender, age, sexual orientation are treated in the same way and have equal access to the services provided by Barcud.

A copy of our Comments, Compliments and Complaints Policy is available upon request on 0300 111 3030 or email post@barcud.cymru

These Standards will be reviewed regularly, at least every three years.

