

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.

A complaint is when you tell us you're unhappy with the service you've received. This can be about something we did, something we didn't do, or the actions of Beacon Cymru staff or anyone working for us. A complaint can be made by an individual resident or a group of residents.

If you want to report a problem with a neighbour or antisocial behaviour, please contact our Customer Service Team using the number below.

Reporting a complaint to us

Complaints can be made by **phone**, **email**, via our **website** or in **writing**.

We will aim to **resolve your informal stage 1 complaint in 10 working days**. If we cannot resolve your complaint, then it may be escalated to our stage 2 complaint process.



01792 479200



Complaints@beacon.cymru



www.beacon.cymru



Beacon Cymru Group Ltd.
3rd Floor, 220 High Street, Urban Village,
Swansea SA1 1NW

Two stage process

Should you have a concern, please raise it with the person you're dealing with. They will try to resolve it for you there and then. However, if it requires investigation, we will aim to fully investigate it within 10 working days. If we have tried to resolve your complaint and you are dissatisfied with the outcome, then you may request a formal investigation.

Stage 1:

All resident facing staff can raise and / or investigate and work to resolve your complaint. We will provide a **response in 10 working days**.

Stage 2:

Managers and senior staff will investigate at stage 2 and aim to resolve your complaint **within 20 working days in writing**. If you are dissatisfied with the outcome you can refer your complaint to The Public Services Ombudsman for Wales.

Website: www.ombudsmanwales.org.uk