

## **Complaints Handling Procedure**

### **Step-by-step complaints procedure**

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right. We do everything we can to make sure our customers get the best service possible. However, sometimes we may not get things right the first time. When that happens, we want you to tell us what went wrong so we can put matters right.

We want to:

- Make it easy for you to tell us what went wrong;
- Give your complaint the attention it deserves;
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

### **How and where to complain**

If you are not satisfied with any aspect of our service you can tell us about your complaint in the following ways:

In writing – write to us at the address shown and address your letter to:

Warm Wales

Llewellyn House,

Harbourside Business Park,

Port Talbot,

SA13 1SB

**Phone:** 0800 091 1786

Monday - Thursday 9am -5pm

Friday 9am-4pm

**By email:** [information@warmwales.org.uk](mailto:information@warmwales.org.uk)

### **How long will it take?**

We aim to resolve your complaint straightaway but if we can't, then we will write to you within 7 business days to tell you:

Why we have not resolved your complaint; Who is dealing with your complaint; and When we will contact you again. We will aim to resolve your complaint quickly but it may take longer if it is complex. We will keep you informed on a regular basis but if you need an update please call us on **0800 091 1786** and ask to speak to the person handling your complaint.

## **GDPR**

Under the new GDPR guidelines, you can request the reasons why personal data is being processed, the description of the personal data held, who has received or will receive your personal data and/or the details of the origin of your data if it was not collected from you.

By getting in touch to request such data, we will require proof of identification, we will get back to you in 28 days with your data or a timeline as to when you should receive the requested data.

We are entitled up to 3 months to respond with your data, but will do our very best to get back to you before then. There is no fee to request access to your data, however, you may incur a small admin fee if your requests are unfounded, excessive or repetitive. We can extend the period by a further two months where requests are complex or numerous. We will inform you within one month of receipt of the request and explain why an extension is necessary.

If you would like to request the personal data that we, Warm Wales hold on you, or you would like to request the removal of such data, please contact us by:

**Email:** [information@warmwales.org.uk](mailto:information@warmwales.org.uk)

**Phone:** 0800 091 1786

**Post:** Warm Wales

Llewellyn House,

Harbourside Business Park,

Port Talbot,

SA13 1SB

We will aim to respond within 7 working days of receiving your request