

Comments, Compliments and Complaints

Pobl are passionate about providing excellent services and recognise the importance that customer feedback plays to ensure we meet the needs of our customers and, just as importantly, that services are continually improved.

Feedback can be received through:



Comments

Let us know where you think we can improve our services by visiting our get involved page on the Pobl website.



Compliments

Let us know if you've received a great service from a colleague or one of our contract partners.



Complaints

Let us know if you feel we have not provided a service to a good standard, or we haven't done something that we said we would, or within the time we said we would.

What to expect when you submit a complaint

Most complaints we will be able to resolve informally. If you let a colleague know you are unhappy with the service you have received, they will try and put things right as soon as they can. However, we understand that sometimes customers may remain unhappy and we will treat the situation as a formal complaint.

There are many ways you can submit a formal complaint – verbally, in writing, in an email, if you live in a Pobl home, you can also submit your complaint through Pobl Connect, our customer portal. We will keep a record of your complaint, this will help us to continuously improve the services we provide to you.

We will aim to acknowledge formal complaints within 1 working day and will usually be able to agree a plan to put things right within 20 working days if not sooner. If it is going to take longer, we will explain why and agree a suitable timescale with you.

What to do if you remain unhappy?

We aim to resolve all complaints through our informal and formal complaints process, however there may be times where you remain unhappy. If the steps detailed above do not lead to an acceptable resolution, you can request for your complaint to be reviewed by someone who has not been involved in the original issue or attempts to resolve it for you.

If we are still unable to resolve your complaint through this review, you can refer your complaint to the Public Services Ombudsman for Wales by visiting www.ombudsman.wales