



This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.

WITS Complaints Policy

We are committed to dealing effectively with any complaints you have about our service. If we have made a mistake we will apologise and try to put things right. We also welcome comments and compliments and the service we provide. This policy also applies to how we will deal with complaints from members of the public relating to our compliance with the Welsh language standards, which we have a statutory duty to comply with under the Welsh Language [Wales] Measure 2011.

How to Complain

We want it to be simple and convenient for you to complain, make a comment or pay us a compliment. We welcome complaints in both English and Welsh, and we will respond in whichever language you contact us by. You can contact us by:

- **E-mail:** <https://www.wits.wales/>
- **Telephone:** 02920 537555
- **In Writing:** Wales Interpretation and Translation Service, Willcox House, Dunleavy Drive, Cardiff, CF11 0BA

What can you expect from us when you make a complaint?

If we receive a complaint from you, we will do all that we can to help you and we will try to find a solution to any problems you have brought to our attention and:

- acknowledge your complaint within 2 working days of the date that we receive it
- aim to resolve the complaint within 20 working days - if your complaint is more complex we may need more time.
- let you know within the 20 working day period if we think it may take longer to investigate your complaint and tell you how long they expect it to take, providing regular updates

We will respect your right to confidentiality and privacy and we will treat you fairly and in accordance with our commitment to equality.

If you are asking us for a service for the first time - you should give us a chance to put things right. If you are not happy with our response and you let us know, we will then treat it as a complaint.

The person who is investigating your concerns will firstly aim to establish the facts. In some instances we may ask to meet you to discuss your concerns. Occasionally, we might suggest mediation or another method to try to resolve disputes.

The extent of the investigation will depend on the seriousness and complexity of the issues you have raised and in more complicated cases we may have to draw up an investigation plan. We will set out our understanding of your concerns and ask you to confirm that we have got it right. We will also ask you to tell us what outcome you are hoping for.

We will look at relevant evidence and this could include files, notes of conversations, letters, e-mails or whatever may be relevant to your particular complaint. If you do not want the person investigating the complaint to see the files that we hold in relation to your complaint, it is important for you to let us know about this. If necessary, we will also talk to the staff or others involved and look at our policies and any legal entitlement and guidance.

Outcome

If we formally investigate your complaint, we will let you know what we have found and we will use your preferred form of communication, such as letter or e-mail, when we contact you. If necessary, we will produce a longer report. We will explain how and why we came to our conclusions.

If we find that we have done something wrong, we will tell you this, explain what happened and apologise. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

Putting Things Right

If there is a simple solution to your problem, we may ask you if you are happy to accept this. For example, where you asked for a service and we see straight away that you should have had it; we will offer to provide the service rather than investigate and produce a report.

If we did not do something well, we will aim to put it right. If you have lost out as a result of a mistake on our part we will try to put you back in the position you would have been in if we had got it right. If you had to pay for a service, when you should have had one from us, or if you were entitled to funding you did not receive, we will usually aim to make good what you have lost.

Training for WITS Employees

We will make sure that our staff are trained to handle complaints effectively and receive appropriate training in the use of the WITS Complaints Policy. We will arrange workshops to take place in English or Welsh depending on the requirements of staff.

What we expect from you

We believe that all complainants have the right to be heard, understood and respected. However, our employees have the same rights and we will not tolerate unacceptable behaviour such as aggressive or abusive behaviour or unreasonable demands.

The Public Services Ombudsman for Wales

You can contact the Public Services Ombudsman for Wales about your complaint at any time. However, the Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you, or the person on whose behalf you are complaining:

- have been treated unfairly or received a bad service through some failure on the part of the body providing it
- have been disadvantaged personally by a service failure or have been treated unfairly

You can contact the Ombudsman by:

- e-mailing: ask@ombudsman-wales.org.uk
- phoning: 0300 790 0203
- visiting the website: www.ombudsman-wales.org.uk
- writing to: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

WITS COMPLAINT PROCESS

Complaint is received by WITS via:

- Email
- Phone
- Post



- Acknowledge your complaint within 2 working days of the date that we receive it
- We aim to resolve the complaint within 20 working days - if your complaint is more complex we may need more time.
- We will let you know within the 20 working day period if we think it may take longer to investigate your complaint and tell you how long they expect it to take, providing regular updates



We will investigate, looking at relevant evidence and this could include files, notes of conversations, letters, e-mails or whatever may be relevant to your particular complaint



WITS will response via your preferred contact method with appropriate solutions