



Comisiwn Brenhinol  
Henebion Cymru  
Royal Commission on the Ancient  
and Historical Monuments of Wales

# Complaints Policy 2018

Mae'r polisi hwn hefyd ar gael yn y Gymraeg.  
This policy is also available in Welsh.



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Any enquiries regarding this publication should be sent to: Royal Commission on the Ancient and Historical Monuments of Wales, Ffordd Penglais, Aberystwyth, Ceredigion SY23 3BU, [nmr.wales@rcahmw.gov.uk](mailto:nmr.wales@rcahmw.gov.uk).

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## **1. Introduction**

- 1.1. The Royal Commission on the Ancient and Historical Monuments of Wales ('the Commission') is committed to dealing effectively with any concerns or complaints you may have about our service. We want the services we provide to be the best possible and that's why your feedback is important to us. We aim to learn from our mistakes and use the information we gain to improve our services.
- 1.2. This policy does not apply if the matter relates to a Freedom of Information or Data Protection issue. In these circumstances, you should contact the Commission's Data Protection Officer, Gareth Edwards, at [gareth.edwards@rcahmw.gov.uk](mailto:gareth.edwards@rcahmw.gov.uk).

## **2. Informal resolution**

- 2.1. If possible, we believe that it is best to deal with things straight away rather than try to sort them out later. If you have a concern or complaint about the service you have received, a member of staff, the Commission's compliance with the Welsh Language Standards, or any other aspect of the work of the Commission, please contact the member of staff most directly responsible in the first instance so that they can attempt to resolve the issue.

## **3. How to make a formal complaint**

- 3.1. If you are not satisfied with the response you receive, you can make a complaint in writing (by letter or by e-mail). Receiving a complaint in writing is particularly important if the complaint is complicated and detailed. You can make your complaint in either Welsh or English, and all stages of the complaint will be dealt with in your preferred language. Corresponding in Welsh will not lead to any delay.

3.2. Please make your formal complaint in writing to:

Christopher Catling, The Secretary (CEO)  
Royal Commission on the Ancient and Historical Monuments of Wales  
Ffordd Penglais  
Aberystwyth  
SY23 3BU

Email: [nmr.wales@rcahmw.gov.uk](mailto:nmr.wales@rcahmw.gov.uk)

- 3.3. If you are expressing a complaint on behalf of somebody else, we will need their written permission for you to act on their behalf.
- 3.4. If you have any special requirements or accessibility needs to enable you to make a complaint, feel free to raise these with us.
- 3.5. Normally, we will only be able to look at your complaint if you tell us about it **within 6 months**. This is because it is better to look into your complaints while the issues are still fresh in everyone's mind. We may, however, be prepared to consider a complaint made outside of that time limit if we consider that, in the particular circumstances of the complaint, there is good reason why the normal time limit should not apply.

**4. How we will deal with your complaint**

- 4.1. If you submit a formal complaint, we will formally acknowledge your concern within **5 working days**.
- 4.2. 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.

- 4.3. Otherwise, your complaint will be thoroughly investigated, and a written response will be sent to you within **20 working days**. If the investigation is likely to take longer than 20 working days, then you will be informed of this in writing as soon as it becomes apparent.

## 5. Outcome

- 5.1. If we formally investigate your complaint, we will let you know the outcome through your preferred form of communication (letter or e-mail) and in your preferred language (Welsh or English).
- 5.2. If we find that we got it wrong, we will apologise and tell you what and why it happened.
- 5.3. 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 make changes to help prevent the same from happening again.
- 5.4. If we failed to provide you with a service you should have had, we will aim to provide it now.
- 5.5. If we did not perform well, we will aim to rectify matters.
- 5.6. Official complaints and their outcomes will be monitored centrally in order to help us improve our services. We will keep a record of the number of complaints, and a copy of any written complaints, we receive relating to the Welsh language as well as to our compliance with those Welsh Language Standards with which we are under a duty to comply.

## 6. Appeal

- 6.1. If you are still not satisfied with the response you receive, you may write to the Chair of the Royal Commission at the same address (see 3.2.). You should set out as clearly as possible why you are dissatisfied with the response which was made to your complaint.
- 6.2. We will formally acknowledge your appeal within **5 working days**.

6.3. The Chair will personally consider your appeal and a written response will be sent to you within **20 working days**. If this is likely to take longer than 20 working days, then you will be informed of this in writing as soon as it becomes apparent.

6.4. The Chair's decision is final. We will acknowledge further correspondence from you but, unless this raises new issues that we consider significant, we will not send further substantive replies.

## **7. Public Service Ombudsman for Wales**

7.1. We hope that our complaints system will help you to sort out any problems quickly and successfully. However, if we do not succeed in resolving your complaint relating to public services, you may complain to the Public Service Ombudsman for Wales. They are independent of all government bodies and can look into your complaint if you believe that you personally, 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.

7.2. The Ombudsman expects you to bring your complaints to our attention first and to give us a chance to put things right.

7.3. You can contact the Ombudsman by:

- writing to: Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae, Pencoed CF35 5LJ
- phone: 0300 790 0203
- e-mail: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)
- the website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

## **8. Welsh Language Commissioner**

- 8.1. We hope that our complaints system will help you to resolve any Welsh language complaints quickly and successfully. However, if you have failed to receive a Welsh language service from us, or if you are not satisfied with the standard of the Welsh language service you received, you may be able to make a complaint to the Welsh Language Commissioner.
- 8.2. You can complain to the Commissioner:
- about an organization's failure to comply with a standard;
  - about an organization's failure to implement its Welsh language scheme;
  - or if you feel that someone has interfered with your freedom to use the Welsh language.
- 8.3. You are expected to make your complaint within 12 months of becoming aware of the problem.
- 8.4. Complaints should be made on the complaint form:  
<http://www.comisiynyddygybraeg.cymru/English/Organisations/Complain/Pages/Complaints-form.aspx>
- 8.5. If you are not sure if you are able to make a complaint to the Commissioner, please phone 0845 603 3221 to discuss it. Even if you believe that the Commissioner is able to consider your complaint, it could first be useful to discuss your concerns, the Commissioner's powers to investigate complaints, and how they do this.
- 8.6. We will cooperate with the Welsh Language Commissioner in order to resolve complaints and during any investigations held under Section 93 of the Welsh Language Measure.

## **9. What we expect from you**

- 9.1. In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.
- 9.2. We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

## **10. Training**

- 10.1. All staff will be made aware of this policy either through briefing sessions or the induction process for new staff.
- 10.2. Where relevant, key staff will also receive in depth briefing sessions in relation to this policy and in dealing with Welsh language complaints.

## **11. Review**

- 11.1. We will review this policy every two years.
- 11.2. We may need to review this policy, or propose amendments to this policy, in response to changes in legislation, regulatory guidance, good practice or changes in the Welsh Language Standards as included in the Compliance Notice issued to the Commission.
- 11.3. Also, from time to time, we may need to review this policy, or propose amendments to this policy, because of changes to our functions, or to the circumstances in which we undertake those functions, or for any other reason.

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