

## Complaints

CCHA has a Complaints Procedure which covers all its work. So, if you have a complaint concerning this policy or how it has been applied to you, please contact CCHA so that the matter can be investigated.

The date on the front of this leaflet tells you when it was last revised.

Our policies change regularly, so the leaflet may not be up to date.

So, if you have any queries about one of our policies, please do not hesitate to contact us and we will be happy to help.

**Cardiff Community Housing Association**

**50 Meteor Street, Adamsdown, Cardiff**

**Tel: 029 20 462142**

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**Housing@ccha.org.uk**

**WWW.CCHA.ORG.UK**

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**CCHA IS A CHARITABLE HOUSING ASSOCIATION**

information explained or translated, please let us know.

if it easier for us to talk to you in your own language, we can arrange for an interpreter to be present  
esboniad neu gyfiethiad o unrhyw wybodaeth rhwch wybod i ni.  
I gennych siarad â ni yn eich mamiaith gallwn drefnu i gyfiethydd fod yn bresennol.

يذا كمت قروب الي ان هم شرح او ترجمه الي معلومات لك، الرجاء اخبارنا بذلك.  
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اگر آپ کی معلومات کی وضاحت یا ترجمہ چاہیں تو براہ کرم ہمیں بتائیں۔  
اگر آپ کیلئے یہ آسان ہو کر کم آ رہے ہیں یا آپ کو اس بات کا اطمینان کم ہے  
تو براہ کرم ہمیں بتائیں۔

ahantahay in lagu macneeoyo amasi laugu turjumo wixii ah, nala soo socodsii.  
laanlahayd in af kaagii hoyo lagugulahadlo waxaanu ku diyaarin karna qof ku turjuma inu joogo.

தங்கு சார்வை அல்லது தகவல், அங்குள்ள அங்கீகரிக்கப்பட்ட அமைப்புகள் மூலமாக  
பெறக்கூடிய தகவல்கள் அல்லது தகவல்களைப் பெறும்போது அவற்றைப் பெறும்போது அவற்றைப்  
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# CONFIDENTIALITY

**A GUIDE FOR  
CUSTOMERS**

**Edition 6**

**2007**

Simply by virtue of the nature of its work, CCHA's records contain personal information concerning you and your family e.g. your tenancy, your name and address, family composition etc. This information is stored carefully on CCHA's files and is maintained in a strictly confidential manner.

Whilst CCHA will always honor your right to confidentiality, the Association will in certain circumstances give information to certain agencies. The remainder of this leaflet outlines who CCHA will give information to and in what circumstances.

### **What Information Does CCHA Define As Confidential?**

In CCHA's opinion, confidential information is detail of a personal nature relating to you, your family, your financial circumstances, your health and your tenancy. For instance, your address, your rent account, the composition of your family would all be personal and thus confidential information.

### **Why Would CCHA Provide Information?**

CCHA will only provide information in certain specific circumstances. For instance;

- 1 Where you have authorised the release of information.
- 2 Where the release of the information will be of benefit to you e.g. information to Cardiff City Council's Housing Benefit section to help to resolve a difficulty with your housing benefit claim.
- 3 To organisations or individuals who are your representatives and who have your authority to act on your behalf e.g. a social worker or solicitor.
- 4 In response to requests for information where CCHA feels that it is reasonable to give information e.g. if a tenant's relative calls one of CCHA's Wardens to check on their wellbeing, providing of course that the relative is known to the Warden.

### **What Type Of Information Will CCHA Provide?**

CCHA will only provide information which it feels it is reasonable to give. For example, let's say a building society write to CCHA asking for information on your tenancy as part of a mortgage application you have made. In response, CCHA would only provide information on your tenancy and rent record and not personal information concerning you or your family.

In other words, CCHA will only provide information on a "need to know" basis.

### **To Whom Will CCHA Provide Information?**

Only the following;

- 1 Public sector housing organisations e.g. other housing associations or local authorities.
- 2 The Police in the prevention or detection of crimes.
- 3 The National Assembly but only in specific circumstances e.g. information required by the Home Release scheme or if the National Assembly are investigating a complaint which you have made to them concerning Cardiff Community Housing Association.
- 4 Your MP or local councillor.
- 5 Your doctor, health visitor, medical consultant.
- 6 Your solicitor or other legal representatives.
- 7 Your social worker or probation officer or support worker.
- 8 Your building society or bank.

### **To Whom Will CCHA Refuse Information?**

CCHA will not disclose information to the following individuals/organisations unless you have authorised the disclosure in writing;

- 1 Service providers such as Wales Gas, British Telecom, Hyder/SWALEC.
- 2 Organisations providing other personal services e.g. mail order companies, loan companies etc.
- 3 Third parties who are not contained in a hous-

ing application or who are not party to a tenancy.

- 4 Other tenants, housing applicants or members of the public generally.

If you want CCHA to disclose information, simply write to CCHA and tell us to whom you want information to be provided to. If CCHA were then to receive a request for information from any of the above, CCHA would firstly check your file to see if you have authorised the disclosure of personal information. If you have, CCHA will provide the information requested. Should this not be the case, CCHA will;

- 1 Advise the individual/organisation that you have not authorised the disclosure of the information and explain that CCHA will provide the information as soon as you have provided the necessary written authority.
- 2 Offer to pass on correspondence to you on the individual's/companies behalf.

### **Does CCHA Receive Many Information Requests?**

No and in the main the information has either been requested by you via a third party (for instance a solicitor enquiring concerning your application for housing) or is directly to your benefit (for instance a report on your tenancy required to enable a swap you have arranged to take place). CCHA rarely receives requests for information which are anything other than straight forward, but as a safeguard, CCHA only provides information if it is satisfied that it is reasonable to do so. So, in the case of a telephone enquiry, CCHA would firstly establish precisely the identity of the caller by, for example, taking the caller's number and phoning him/her back.