



# Have YOUR Say

Compliments | Complaints | Comments

**M**osscaire St Vincent's Housing Group (MSV) is committed to providing a high-quality service to all our customers. However, despite our best efforts, things can sometimes go wrong. This is when we want to hear from you. So we can put things right and learn.

It's important to correct whatever it was that went wrong. And that's what we always try and do. Sometimes correcting an error isn't enough, and that's when we log a formal complaint.

## What is a complaint?

MSV regards a complaint as an expression of dissatisfaction by any customer, partner, or other member of the public about our work, when we have not dealt with a situation adequately. Examples of when you may wish to make a complaint are:

- When you think we have **not acted as quickly as we said** without a genuine reason
- When we have **not followed our policy or procedure** regarding the service you receive
- When you think you have been **treated unfairly or impolitely**
- When our services have **fallen below the levels we would expect**

## Compliments or comments

We can learn from what we do well. If you feel we have done something particularly well, or you want to make sure one of our staff deserves a special thank you, we want to hear from you. Letting us know about something we have done well will help to inform and guide us to continue providing an excellent service. You can do this by completing the attached freepost **Complaint, Comment and Compliment Form** or you can email or phone us. Contact details are shown at the end of this form.

Please contact us if you would like a copy of this leaflet in another language, large print, braille or audio



## What we want to achieve

We want to resolve any concerns or complaints at the first point of contact. If we can't do that to your satisfaction, we log a formal complaint

- We will **listen to your concerns** and use your comments to help improve the services to you
- We want to ensure that you are **treated fairly and with respect** and our staff are polite and take your complaint seriously
- We want to **treat your concerns confidentially** and without discrimination or prejudice
- If we have done something wrong, to **provide an apology or feedback**
- We want to **keep you up-to-date** with how your complaint is progressing throughout the process and, where necessary, we will do this with regular telephone updates
- We will **provide feedback** on changes we make as a **'You Said We Did'** update on social media and in our newsletter.



## Formal complaints

There are **three stages** to the formal complaints procedure:

### FIRST STEP in our Process

You can make a formal complaint by:

- A** Simply filling in the **Compliments, Complaints and Comments Form**. Return it or hand it in at our Trafford House office
- B** Ringing us on **0161 226 4211** or emailing **complaints@msvhousing.co.uk** - See our contacts on page 6 of the form
- C** Completing the form on the website under the 'Contact us' section at **www.msvhousing.co.uk**

Once we receive your complaint the following steps are taken:

- We will **acknowledge** your complaint within 24 hours
- We will **assign** the complaint to a named handler
- We will **contact** you to discuss the complaint and what you think the resolution is
- We will keep you **up-to-date** throughout the process
- We will **respond** fully to your complaint within 10 working days. If we can't do this within the 10 day period we will contact you to let you know we need more time.
- If we uphold and resolve your complaint, it will be closed unless you tell us you would like to **escalate** it to the next step.



### SECOND STEP in our Process

If you have escalated your complaint or we have not been able to uphold and reach a resolution with you, **the complaint will be escalated to the second step.**

We will acknowledge the escalation of the complaint within 24 hrs and it will be passed to the **Head of Service** who will review the matter during 10 working days of what we call the 'period of challenge'.

**They'll make contact with you to discuss the complaint and our initial response.**

If they can't complete the review within 10 working days, they will contact you to let you know that further time is needed and agree a new deadline for a full response with you.

If you remain unhappy after receiving a full response, you can tell us to escalate it to the third and final step of our process.

### THIRD STEP in our Process

You'll receive an acknowledgement advising who is handling the complaint which will be one of our **Executive Directors**.

**Contact will be made with you to discuss your complaint and understand what you believe is required to reach a resolution.**

A hearing will be arranged with the Executive Director and a second person. The second person could be an MSV Customer or another Executive Director.

We operate virtual reviews as a matter of course but in some circumstances, we'd convene a meeting. We aim to take 10 working days, from escalation to the final stage, to the outcome following the hearing. This can vary depending on your availability and that of a second Executive Director or MSV Customer. You'll be kept up-to-date throughout the process and if we need more time, we'll agree that with you.

At that point, you will have exhausted MSV's complaints procedure and you can approach the **Housing Ombudsman** if you remain unhappy.

## Compliments, Complaints and Comments Form

Name

Address

Telephone (home)

Mobile

Email

Is this a

☐

Compliment

☐

Complaint

☐

Comment

What is your compliment, complaint or comment?

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How would you suggest your complaint be resolved?

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Signature

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Date

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Please return this form to:

**MSV Housing Group,  
7th Floor Trafford House, Manchester, M32 0RS**



## Regarding GDPR

There is a legitimate interest for MSV Housing Group, 7th Floor Trafford House, Old Trafford, Manchester, M32 0RS to collate the personal details (name and signature) noted on this form.

These are collected to process your compliment, complaint or comment and may be shared with third parties - for example, the Police - for the purpose of investigating and concluding your compliment, complaint or comment.

By completing this form you accept these Terms and Conditions.

The information is held for a 6 year period from the latest entry and is then disposed of securely.

You have the right to:

- Request access to your personal data
- Rectification or erasure of your personal data
- Restriction of processing of your personal data
- Object to processing of your personal data by us
- Submit a data portability request by contacting us at the above address

If you believe that your personal data is being processed in any manner which is incompatible with the information provided in this privacy statement, you have the right to lodge a complaint with the UK Information Commissioner's Office.

## What if I'm not happy with the way my complaint has been handled?

If you are dissatisfied with how your complaint has been managed you can contact the following services, which will investigate complaints against MSV.

After 1 April 2013 Government requirements state that once you have exhausted MSV's complaints procedure you have to wait 8 weeks before referring your case to the Ombudsman.

If you do not wish to wait 8 weeks, you can have your complaint referred by a designated person (an MP or a Councillor.)

- **If you are a tenant**

**Housing Ombudsman Service**

PO Box 152, Liverpool L33 7WQ

**Telephone:** 0300 111 3000

9.15am - 5.15pm Monday to Friday

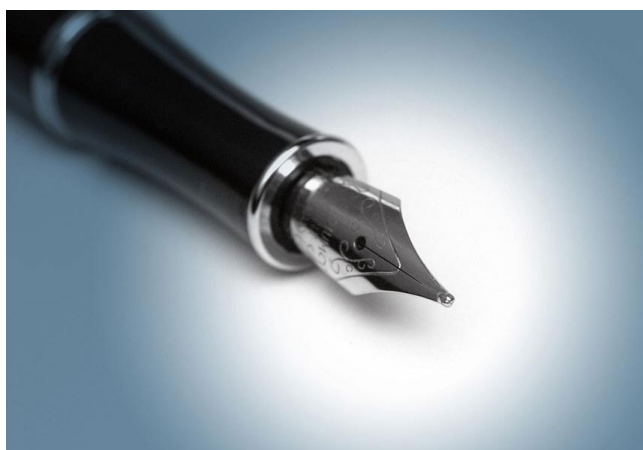
- **If your complaint relates to the support you receive**

If you have a complaint regarding the support service you receive you can either choose to use MSV's complaints process or alternatively you can forward your complaint direct to your local adult social care and support service. You can get more information through your local adult social care website.

- **If you have a complaint regarding data protection**

MSV will deal with this in line with our data protection policy.

A copy of this policy can be obtained from our website or by contacting our Head office.



## Satisfaction monitoring

We **regularly monitor** satisfaction by carrying out spot-checks on a quarterly basis and feedback received is reported to MSV's Board of Management.

Additionally, the tenant panel are involved in **shaping the complaints policy and process.**

We also report on complaints, compliments and lessons learnt in the Annual Report, which can be downloaded from the website. A hard copy is available upon request.

## Unreasonable and persistent complaints

MSV reserves the right not to deal with a complaint:

- if it is being pursued in an unreasonable manner. While we understand that you may be frustrated because of a failure in service, use of offensive language or threatening behaviour **will not** be tolerated.
- If you have already started a legal process against MSV in relation to a complaint, for example by lodging a claim for disrepair.
- A copy of our complaints policy **is available upon request.** Our Policy includes a section called 'vexatious complaints'.

## Contacting Us

### Trafford House

7th Floor Trafford House,  
Chester Road, Manchester, M32 0RS

**Telephone:** 0161 226 4211

**Email:** [complaints@msvhousing.co.uk](mailto:complaints@msvhousing.co.uk)

**Website:** [www.msvhousing.co.uk](http://www.msvhousing.co.uk)