



# Have YOUR Say

Compliments | Complaints | Comments

**M**osscares St Vincent's Housing Group (MSV) is committed to providing a high-quality service to all our customers. However, we know that sometimes things can go wrong. We want to hear from you so we can put things right.

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

## What is a complaint?

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. **This will help us to continue to improve our services.**

You can send us a compliment by completing the attached freepost **Complaint, Comment and Compliment Form**. Alternatively you can email or phone us - contact details are detailed at the end of this form.

## Respect

If you feel you have been spoken to or dealt with in a disrespectful way we want to hear from you. Email [respect@msvhousing.co.uk](mailto:respect@msvhousing.co.uk)



## Our Promise to you

- We will **listen to your concerns** and use your comments to help us improve
- 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 with transparency and openness
- We will always make **reasonable adjustments**, taking into account your circumstances
- If we have done something wrong, we will **provide an apology or feedback**
- We will **keep you up-to-date** with how your complaint is progressing throughout the process with regular updates
- We will **provide feedback** on changes we make as a **'You Said We Did'** update on our website, on social media, in our newsletters and Annual Report

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

## Formal complaints

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

### FIRST STAGE in our Process. You can make a formal complaint by:

- Simply filling in the **Compliments, Complaints and Comments Form** and post to our Trafford House office - find the address at the end of this leaflet
- Ring us on **0161 226 4211**
- Email **complaints@msvhousing.co.uk**

Once we receive your complaint the following steps are taken:

- We will **acknowledge** your complaint within 5 working days
- We will **assign** the complaint to a named case handler
- We aim to respond fully to you within **10 working days** of receiving your complaint, including details of:
  - the complaint stage
  - a summary of the complaint
  - the decision on the complaint and reasons for this
  - how we will put things right
  - details of any outstanding actions
  - details of how to escalate the matter to the Ombudsman Service if you are not satisfied with our response

Once we issue our full response the complaint will be **closed**. You can request to re-open the complaint at a later date

Outstanding actions, including repairs or visits, will be tracked by the case handler and you will receive **regular updates** until completion

If we need more time, we'll agree that with you, in line with the *Complaints Handling Code*. This **should not exceed 10 working days** without good reason and must be agreed with you. If for any reason we cannot agree on an extended date you can challenge our plan directly with the Housing Ombudsman

- If all or part of the complaint is not resolved to your satisfaction at stage one, **we will progress the complaint to stage two**. In instances where MSV declines to escalate a complaint, we will clearly communicate in writing our reasons and provide you with information on your right to approach the Ombudsman about our decision

### SECOND STAGE in our Process.

- We will only escalate a complaint to **stage 2** of our process at your request. You have 12 months to escalate a complaint to stage 2
- We will acknowledge the escalation of your complaint within **5 working days** of receiving the request
- Your complaint will be **assigned a case handler**; either a Head of Service, Senior Leadership Member or Executive Director (someone different to the stage 1 case handler)
- The case handler will make contact with you **within 5 working days** to acknowledge and discuss your complaint
- We aim to respond fully to you **within 20 working days** of your escalation to stage 2, including details of the:
  - complaint stage
  - complaint definition
  - decision on the complaint and reasons for this
  - details of how we will put things right
  - details of any outstanding actions
  - details of how to escalate the matter to the Ombudsman Service if you remain dissatisfied
- Outstanding actions, including repairs or visits, will be tracked by the case handler and you will receive **regular updates** until completion
- If we need more time, we'll agree that with you in line with the *Complaints Handling Code*. This **should not exceed 20 working days** without good reason and must be agreed with you. If for any reason we cannot agree on an extended date you can challenge this directly with the Housing Ombudsman

## Compliments, Complaints and Comments Form

|   |  |                                    |                                  |
|---|--|------------------------------------|----------------------------------|
| Name  | <input type="text"/>   |                                    |                                  |
| Address   | <input type="text"/><br><input type="text"/><br><input type="text"/>   |                                    |                                  |
| Telephone (home)                                  | <input type="text"/>   |                                    |                                  |
| Mobile  | <input type="text"/>   |                                    |                                  |
| Email   | <input type="text"/>   |                                    |                                  |
| Is this a   | <input type="checkbox"/> Compliment  | <input type="checkbox"/> Complaint | <input type="checkbox"/> Comment |
| What is your compliment, complaint or comment?    | <input type="text"/><br><input type="text"/><br><input type="text"/><br><input type="text"/><br><input type="text"/> |                                    |                                  |
| How would you suggest your complaint be resolved? | <input type="text"/><br><input type="text"/><br><input type="text"/><br><input type="text"/><br><input type="text"/> |                                    |                                  |
| Signature   | <input type="text"/>   | Date                               | <input type="text"/>             |

Please return this form to:

**MSV Housing Group, 7th Floor Trafford House, Manchester, M32 0RS**  
or send an email to [complaints@msvhousing.co.uk](mailto:complaints@msvhousing.co.uk)

# The Complaints process

## Submit your complaint:

Email [complaints@msvhousing.co.uk](mailto:complaints@msvhousing.co.uk)  
Call **0161 226 4211**

Post the form in this leaflet to our Trafford House office  
(see address on page 5)



## Stage 1 complaint

We will acknowledge your complaint **within 5 working days** and assign it to a case handler

We will respond in full **within 10 working days** (unless there is good reason and agreed with you)

If you are unhappy with our response we will **progress to Stage 2**

## Stage 2 complaint

We will acknowledge the escalation of your complaint **within 5 working days** and assign it to a case handler.

We will respond in full **within 20 working days** (unless there is good reason and agreed with you)

## At this stage you have exhausted our complaints procedure

- if you remain unhappy with our response you can contact the **Housing Ombudsman** (see page 5 for contact details)

**PLEASE NOTE** you can contact the Housing Ombudsman **at any point during the complaints process**

## Regarding GDPR

There is a legitimate interest for MSV Housing Group, 7th Floor Trafford House, Old Trafford, Manchester, M32 0RS to collect 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.

Search for Policies on our website to find our full data protection policy.

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

If you are an MSV customer and are dissatisfied with how your complaint has been managed you can contact the Housing Ombudsman, which will investigate complaints against MSV. Please note you can contact the Ombudsman at **any point** during the complaints process.

- **If you are an MSV customer, contact:**

Housing Ombudsman Service  
PO Box 152, Liverpool L33 7WQ  
Telephone: 0300 111 3000  
9.15am - 5.15pm Monday to Friday

- **If you are not an MSV customer,** and you remain unhappy following MSV's complaints process you will need to obtain independent advice from a designated person such as a local councillor or MP

- **If your complaint relates to the support you receive** you can either choose to use MSV's complaints process or alternatively you can forward your complaint directly to your local adult social care and support service. You can find 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

- For complaints which relate to structural failure, fire spread and/or the performance of the accountable person within 'High-Risk Buildings' (buildings with at least two residential units which are at least 18 metres in height or have at least 7 storeys), these can be referred to the *Building Safety Regulator (BSR)* by calling **0300 790 6787**

## Satisfaction monitoring

MSV will analyse complaints received, their outcome and **propose changes** as part of our reporting and planning process. A complaints survey will be undertaken after the final closure of each stage of a complaint. MSV will ensure feedback is provided within the organisation to ensure **immediate learning** on individual cases – such as training or record keeping.

We will **publish information** about the complaints we receive every year on our website in the Annual Report. This will include the number, nature, and outcome of complaints, **what we learned from complaints and how we applied that learning to improve our services.**

Each year in line with the *Housing Ombudsman's Code* we will self-assess our complaint handling and compliance with the statutory code.

## 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** or you can find it on the complaints page of our website. Our Policy includes a section called 'vexatious complaints'



Mosscares St Vincents Housing Group  
7th Floor, Trafford House, Chester Road,  
Stretford, Manchester M32 0RS



telephone  
0161 226 4211



email  
complaints@msvhousing.co.uk



visit  
www.msvhousing.co.uk

If you would like this information in another language or format, then please contact us

Si vous voulez ces informations dans une autre langue ou format, prière de nous contacter

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

5 إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو صيغة أخرى، فيرجى الإتصال بنا.

Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriir

Jeśli wymagasz tej informacji w innym języku lub formacie to skontaktuj się z nami

اگر این اطلاعات را به یک زبان دیگر و یا به یک قالب متفاوت می خواهید لطفاً با ما تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا شکل میں چاہیے تو براہ کرم ہم سے رابطہ کریں۔