



# Have your say

compliments | complaints | comments



# Have your say

compliments  
complaints  
comments

Mosscares St. Vincent's Housing 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. We would also like to hear from you if you feel we have done something well or would like to make a comment or suggestion. This will help us provide our customers, including you, with a service to reflect what you want.

## Compliments or comments

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. By letting us know about something we have done well it will help to inform and guide us to continue providing an excellent service. You can do this by completing the attached freepost comment and compliment form or you can email or phone us. Contact details are shown at the end of this form.

## What is a complaint?

Mosscares St. Vincent's 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

## What we want to achieve:

We want to resolve any concerns or complaints at the first point of contact.



- 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

## Informal complaint (comment)

Customers are encouraged to initially raise their complaint verbally or informally. You can do this by speaking to a member of staff in one of our receptions or by phoning us. We want you to tell us the problem and our staff will do their best to resolve the problem straight away, or refer it to the relevant member of staff who will also try to resolve the problem there and then. We will do everything we can to resolve the problem through informal means; however, we recognise that there will be times when you are not satisfied with this outcome and then you can make a formal complaint. Contact details are shown on the back of this leaflet.



# Formal complaints

There are three stages to the formal complaints procedure:

## Stage 1

You can make a formal complaint by:

- A. Simply filling in the attached form at the back of this leaflet and returning it or handing it in at one of our offices.
- B. Ringing and speaking to a member of staff by telephoning one of our contact numbers on page 3
- C. Completing the form on the website under the contact us section at [www.msvhousing.co.uk](http://www.msvhousing.co.uk)

Once we receive your complaint the following steps are taken:

- We will **acknowledge** your complaint within 3 working days.
- We will **keep you up to date** by telephone throughout the process
- We will **respond** fully to your complaint within 10 working days

If we can't do this in the 10 day period we will contact you to let you know we need further time to consider the complaint

## Stage 2

If we haven't been able to resolve your complaint, please tell us why and we will look at it again.

Please tell us within 28 days of the Stage 1 completion date.

You will need to write, email or telephone the Executive Director of the services provided.

Contact details for the Executive Directors can be found on page 3.

The Executive Director will consider your complaint and will respond to you within 20 working days. You will receive an acknowledgement that we have received your complaint within 3 working days. If they can't respond in 20 working days, they will contact you to let you know that further time is required.



## Stage 3

If you wish to have your complaint reviewed by a panel you will need to write email or telephone the Chief Executive, asking that your complaint be considered by a panel.

Please tell us within 28 days of Stage 2 closing, otherwise the complaint will be closed.

The panel will be made up of a minimum of 3 people including board, tenant members and the Chief Executive.

(The Chief Executive will only be a member of the panel if they have not been involved at any of the previous stages, in which case the panel will be made up of a minimum of 3 board and tenant members)

You will be given the opportunity to attend the panel within 10 working days and a written decision of the outcome will be provided within 5 working days.

If you choose not to attend, your complaint will be heard by the panel in your absence.

If you are still not satisfied with the outcome, you will have exhausted Mosscare St. Vincent's complaints procedure.



## 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 Mosscares St. Vincent's.

After 1 April 2013 Government requirements state that once you have exhausted Mosscares St Vincent'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:

#### Ombudsman Service

81 Aldwych, London, WC2B 4HN

Telephone: 020 7421 3800

Lo-call: 0845 7125 973

Fax: 020 7831 1942

Minicom: 020 7404 7092

### If you are a Home Care and Repair customer:

#### Foundations

Bleaklow House, Howard Top Mill,

Glossop, SK13 8HT

Telephone: 01457 891 909

### 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 Mosscares St. Vincent'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:

Mosscares St. Vincent's will deal with this in line with our data protection policy. A copy of this policy can be obtained from the Mosscares St. Vincent's website or by contacting our central office.

## Satisfaction monitoring

We regularly monitor satisfaction by carrying out spot-checks on a quarterly basis and feedback received is reported to Mosscares St. Vincent'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 is delivered to every Mosscares St. Vincent's household or can be downloaded from the website.

## Unreasonable and persistent complaints

Mosscares St Vincent's Housing Association reserves the right not to deal with a complaint if it is being pursued in an unreasonable manner.

Use of offensive language will not be tolerated. Abusive and persistent complaints of this nature will be dealt with under the Vexatious complaints policy. A copy of this policy is available upon request.

## Contacting Us

### Executive Directors

Executive Director of Neighbourhood and Wellbeing

Tola Adesemowo

Executive Director of Asset and Property

Patrick Nolan

### Head Office

101 Great Western Street,  
Moss Side, Manchester, M14 4AA

Telephone: 0161 226 4211

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

### Haslingden Office

41 Bury Road, Haslingden, Lancashire, BB4 5PG

Telephone: 0845 050 0570

Fax: 01706 260 412

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



## Regarding GDPR

There is a legitimate interest for Mosscares St Vincent's Housing Group, 7th Floor Trafford House, Old Trafford, Manchester, M32 0RW 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 purposes 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 a right to request access to, rectification or erasure of, restriction of processing of, to object to processing of your personal data by us and to 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 a right to lodge a complaint with the UK Information Commissioner's Office.



# Compliments, Complaints and Comments Form



Name

Address

Telephone  
(home)

Mobile

Email

Is this a

Compliment

Complaint

Comment

What is your compliment, complaint or comment?

How would you suggest your complaint be resolved?

Signature

Date

Please return to: Mosscares St. Vincent's Housing Ltd, FREEPOST NWW1312, Manchester, M14 9HY