



Have YOUR Say

Compliments | Complaints | Comments

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Mosscare 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?

Mosscare 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**
- When our **services have fallen** below the levels we would expect

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
- Based on the feedback you give we will post any changes we make on our website under the You Said We Did section



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

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 us **0161 226 4211** or emailing us **enquiry@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 **keep you up to date** by telephone throughout the process
- We will **respond fully** to your complaint within 10 working days

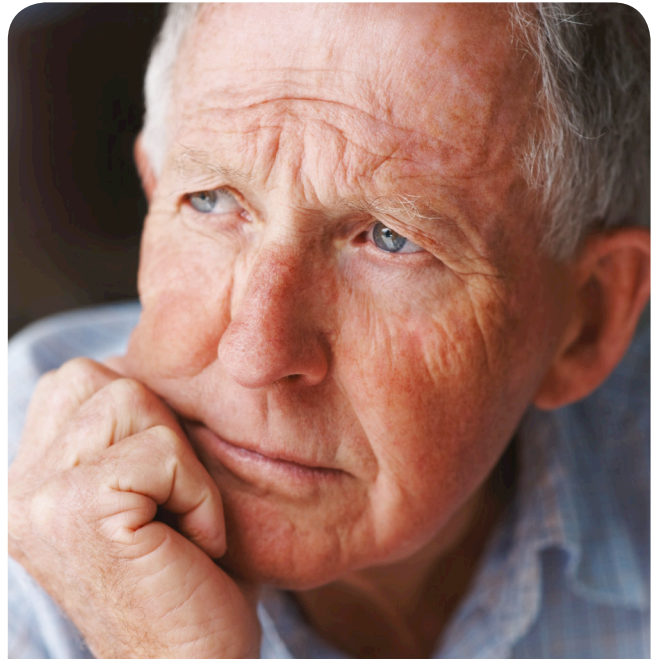
If we can't do this in the 10 day period we will contact you to let you know we need further time to consider the complaint

STAGE 2

If we haven't been able to resolve your complaint, please tell the person who investigated your complaint as to why and we will look at it again.

Your complaint will then be passed to the Head of Service who will investigate your complaint at Stage 2 of the complaints process.

The Head of Service will consider your complaint and will respond to you within 10 working days. You will receive an acknowledgement that we have received your complaint within 24 hours. If they can't respond in 10 working days, they will contact you to let you know that further time is required.



STAGE 3

If you are still unhappy, you will need to inform the Head of Service, who will then refer your complaint to the Executive Directors.

During covid19 restrictions we are not operating face to face reviews. Two Directors will conduct the review virtually and the complainant may make additional representation in advance. In the interests of fairness, and recognising that access to IT may be an issue, we are not in a position to provide for complainants attending virtually at this stage.

Your complaint will be acknowledged within 24 hours, and will be responded to in full, within 10 working days after the hearing.

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

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 this form to:

FREEPOST RRYY GCTK GHUH

Mosscafe St Vincent's Housing Group, 7th Floor Trafford House, Manchester, M32 0RS



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 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 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**

Housing Ombudsman Service

PO Box 152, Liverpool L33 7WQ

Telephone: 0300 111 3000

9:15am - 5:15pm Mon to Fri

- **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 Director - Customers:**

Matt Jones matt.jones@msvhousing.co.uk

- **Head of Customer Service:**

Taranjit Dosanjh
taranjit.dosanjh@msvhousing.co.uk

- **Customer Communications Manager:**

Patricia Carmody
patricia.carmody@msvhousing.co.uk

- **Head Office**

7th Floor Trafford House,
Manchester, M32 0RS

Telephone: 0161 226 4211

Email: enquiry@msvhousing.co.uk

- **Website** www.msvhousing.co.uk