

Great People, Great Homes, Great Location



"Providing high quality homes & services that put people first"

Our Service

Complaints & Concerns

Open Hyblyg
Fair

MHA's Mission Statement

“To provide **high quality homes & services** that put **people first**”

Flexible
Teg Achieving



Introduction

Monmouthshire Housing Association is committed to dealing effectively with any concerns or complaints you may have about our service.

- We aim to clarify any issues about which you are not sure
- If possible, we'll put right any mistakes we may have made
- We will provide any service you're entitled to which we have failed to deliver
- If we got something wrong, we'll apologise and where possible we'll try to put things right
- We also aim to learn from our mistakes and use the information we gain to improve our services

Please contact the **Corporate Services Team** on **01495 761104**, if you require this document in PDF, large-print, Welsh or any other language, braille or audio format.

Your Views

Compliments

We welcome positive feedback about our services and/or employees. Such feedback helps us to understand where we have met or exceeded your expectations identifying areas of good practices within the organisation. Wherever possible, we will respond to compliments thanking you for taking the time to communicate satisfaction with a service/employee and let that team/individual know.

Comments / Suggestion Scheme

We appreciate all comments and suggestions that are made about improving any of our services. We operate a Suggestion Scheme. As a user of our services you are in a unique position to inform us how we can make changes for the better. If we are able to improve services as a result, we will award you £50.

Complaints

Have you contacted us yet?

If you are approaching us for a service for the first time, (e.g. reporting a general repair), you should first give us a chance to respond to your request. If you make a request for a service and are not happy with our response, you will be able to make your concern known as described in this leaflet.

It is recognised that complaints are an inevitable part of any business and MHA welcomes complaints as they are a valuable form of feedback which can inform improvements to service performance. If we get something wrong, we will apologise and put things right.

A complaint is defined as “an expression or dissatisfaction by anyone, about any aspect of the service we have committed to and not provided”.

Giving Us Feedback

How do I provide feedback?

If you wish to submit a compliment, comment or make a complaint, you can access the service using any of the following methods:

- You can ask for/or complete a copy of our Customer Feedback/Concern Form
- Contact your Neighbourhood Officer
- Ringing MHA's Mainline on **0345 677 2277** if you want to make your complaint over the phone
- Via our website at **www.monmouthshirehousing.co.uk**
- Sending an e-mail to **corporateservices@monmouthshirehousing.co.uk**
- By sending us a letter addressed to the Corporate Services Team at MHA's Head Office (you will find the address within this leaflet)
- In person
- Via your local Councillor, AM or MP
- Using a representative of your choice which could include members of MHA's Tenant's Forum
- By speaking to any staff member
- By texting the word **COMPLAINT** and your name to **07538 004 004** and a staff member will contact you

Our Complaints Process

Stage 1

If possible, we believe it's best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you're dealing with. He or she will try to resolve it for you there and then. If there are any lessons to learn from addressing your concern then the member of staff will draw them to our attention. If the member of staff can't help, they will explain why and you can then ask for a formal investigation.

Stage 2

If we have tried to resolve your concern or complaint informally and you are dissatisfied with the outcome then you may request a formal investigation. If you request a formal investigation we will:

- **Formally acknowledge your concern within 5 working days and let you know how we intend to deal with it**
- **Ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example, if you have a disability**
- **Deal with your concern in an open and honest way.**

- **Make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.**

Normally, we will only be able to look at your concerns if you tell us about them within 6 months of the occurrence of the issue. We may exceptionally be able to look at concerns which are brought to our attention later than this if you are able to provide strong reasons why you have not been able to bring it to our attention earlier. In any event, regardless of the circumstances, we will not consider any concerns about matters that took place more than three years ago.

Please Note:
For Freedom of Information requests, please refer to the **Concerns, Complaints and Compliments Policy** that is available on our website.

Investigating your Complaint

We will tell you who we have asked to look into your concern or complaint. If your concern is straightforward, we'll usually ask somebody from the service to look into it and get back to you. If it is more serious, we will appoint an Investigating Officer from within Monmouthshire Housing.

If there is a simple solution to your problem, we may ask you if you're happy to accept this. For example, where you asked for a service and we see straight away that you should have had it; we will offer to provide the service rather than investigate and produce a report.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 20 working days. If your complaint is more complex and may take more time the Investigating Officer will contact you to discuss this and agree an amended timescale with you.

Outcome of your Complaint

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication, for example, by letter or email. If necessary, we will produce a longer report. We'll explain how and why we came to our conclusions. If we find that we got it wrong, we'll tell you what and why it happened. We'll show how the mistake affected you. If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again. If we got it wrong, we will always apologise.

Still Not Happy?

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can look into your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- **Have been treated unfairly or received a bad service through some failure on the part of the body providing it**
- **Have been disadvantaged personally by a service failure or have been treated unfairly.**

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

Phone: 0300 790 0203

E-mail:
ask@ombudsman-wales.org.uk

Website:
www.ombudsman-wales.org.uk

Writing to: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

There are also other organisations that consider complaints. For example, the Welsh Language Board about services in Welsh. We can advise you about such organisations.

What if I need help?

Our staff will aim to help you make your concerns known to us. If you need extra assistance, we will try to put you in touch with someone who can help. You may wish to contact a family member, your support provider or a representative service who may be able to assist you.

You can also use our concerns and complaints service if you are someone under the age of 18. If you need help, you can speak to someone on the Meic Helpline: **0808 80 23456** or via their website: **www.meiccymru.org**) or contact the Children's Commissioner for Wales. Contact details are:

E-mail:
post@childcomwales.org.uk

Website:
www.childcom.org.uk

South Wales Office:

Phone: 01792 765600

Writing to: Oystermouth House, Phoenix Way, Llansamlet, Swansea, SA7 9FS

North Wales Office:

Phone: 01492 523333

Writing to: Penrhos Manor, Oak Drive, Colwyn Bay, Conwy, LL29 7YW

How to Contact us

General

If you have a housing-related query regarding your home or tenancy (including your rent), or would like to report problems with anti-social behaviour or a neighbourhood issue, please call the Head Office at Mamhilad on: **0345 677 2277** (local call rate).

Freephone Repairs Hotline (Including Emergency Out of Hours)

To report a repair or to contact us in an emergency when our offices are closed, please call our Freephone Repairs Hotline number on **0800 980 7751** or **01495 761143** (if you are calling from mobile)*

**Calls to our 0800 number may cost you more than the 01495 numbers if you are calling from a mobile phone.*

Email

You can also contact us via email: **communityservices@monmouthshirehousing.co.uk**

We aim to respond to emails within 3 working days.

Website

You can also contact us and find out the latest news and information about Monmouthshire Housing by visiting our website at: **www.monmouthshirehousing.co.uk**

Useful Contacts

MHA's Main Office:	0345 677 2277
MHA's Rent Line:	0303 123 1127
Repairs Helpline:	0800 980 7751
TV License:	0300 790 6131
Council Tax:	0345 372 3601
Homemakers:	01873 857 618
North Neighbourhood Team:	north@monmouthshirehousing.co.uk
South Neighbourhood Team:	south@monmouthshirehousing.co.uk
Compliments, Comments or Complaints:	corporateservices@monmouthshirehousing.co.uk

Utility Companies

Welsh Water:	0800 052 0130
Swalec:	0345 026 0656
British Gas Emergency:	0800 111 999

Useful Websites

Our Website:	www.monmouthshirehousing.co.uk
MCC's Website:	www.monmouthshire.gov.uk
Monmouthshire Homesearch:	www.monmouthshirehomesearch.co.uk



Monmouthshire Housing Association

 0345 677 2277

 communityservices@monmouthshirehousing.co.uk

 www.monmouthshirehousing.co.uk

 **Monmouthshire Housing Association**
Nant-Y-Pia House, Mamhilad Technology Park
Mamhilad, Monmouthshire, NP4 0JJ

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Scan the QR code to access
the MHA website.