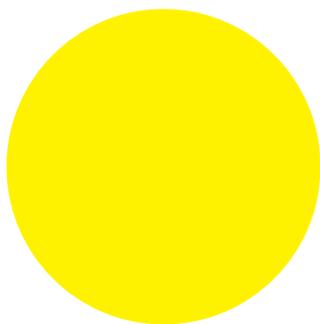




OUR SERVICE:  
**TELL US  
YOUR VIEWS**





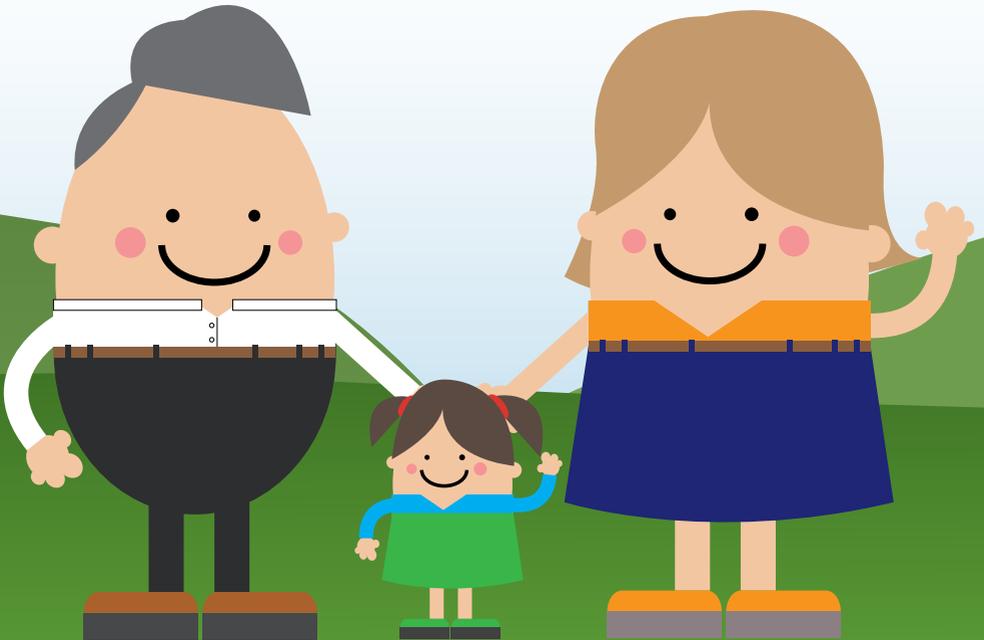
Please contact the Corporate Service Team on **01495 761104**, if you require this document in PDF, large print, Welsh, Braille or audio format or any other format.



**MHA's Mission Statement:**  
"To provide **high quality homes & services that put people first**"

# 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.



# 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 time to communicate satisfaction with a service/employee.

## Comments / GEMS Suggestion Scheme

We appreciate all comments and suggestions that are made about improving any of our services. We operate a GEMs Scheme which essentially means a 'Suggestion Box'. 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 £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 then 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 from complainants which can inform improvements to service performance and wherever possible we will put right any mistakes we may have made and 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
- 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](http://www.monmouthshirehousing.co.uk)**
- Sending an e-mail to **[corporateservices@monmouthshirehousing.co.uk](mailto: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 an advocate 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.

### Please Note:

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



## 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.

# 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 an advocacy 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 (phone **080880 23456**, [www.meiccymru.org](http://www.meiccymru.org)) or contact the Children's Commissioner for Wales. Contact details are:

[post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

[www.childcom.org.uk](http://www.childcom.org.uk)

## South Wales Office:

01792 765600 (South Wales)

Oystermouth House Phoenix Way Llansamlet Swansea  
SA7 9FS

## North Wales Office:

01492 523333 (North Wales)

Penrhos Manor Oak Drive  
Colwyn Bay Conwy  
LL29 7YW

# Monmouthshire Housing Association

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☎ 0345 677 2277

✉ [communityservices@monmouthshirehousing.co.uk](mailto:communityservices@monmouthshirehousing.co.uk)

🌐 [www.monmouthshirehousing.co.uk](http://www.monmouthshirehousing.co.uk)

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

f [facebook.com / Monmouthshire.Housing](https://www.facebook.com/Monmouthshire.Housing)

t [twitter.com / mon\\_housing](https://twitter.com/mon_housing)

## Useful Contacts

**MHA's Main Office:** 0345 677 2277

**Repairs Helpline:** 0800 980 7751 (Mobile users: 01495 761143)

**North Neighbourhood Team:** [north@monmouthshirehousing.co.uk](mailto:north@monmouthshirehousing.co.uk)

**South Neighbourhood Team:** [south@monmouthshirehousing.co.uk](mailto:south@monmouthshirehousing.co.uk)

**Compliments, Comments or Complaints:**

[corporateservices@monmouthshirehousing.co.uk](mailto:corporateservices@monmouthshirehousing.co.uk)

**Monmouthshire Homesearch:** [info@monmouthshirehomesearch.co.uk](mailto:info@monmouthshirehomesearch.co.uk)

**MCC's Website:** [www.monmouthshire.gov.uk](http://www.monmouthshire.gov.uk)

Scan the code to access the  
**MHA** website.

