



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

Our Service

Complaints & Concerns

MHA's Mission Statement

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

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.



Monmouthshire Housing
Tai Sir Fynwy

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 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 Leasehold 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
- 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 happened and why. 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 also raise the issue with the Leasehold Valuation Tribunal or the Public Services Ombudsman for Wales. Details of the Ombudsman are listed on the next page.

The Leasehold Valuation Tribunals are part of the Welsh Government and provide an accessible and relatively informal way to resolve residential leasehold disputes. Each LVT usually consists of three members: a lawyer, who is often the chairman, a valuer and a lay person. The LVT is entirely independent and impartial in its approach.

The Leasehold Valuation Tribunal will deal with disputes about:

- Leasehold
- Leasehold service charges
- Leasehold enfranchisement including lease extension for houses and flats
- Tenants' associations

You can contact The Leasehold Valuation Tribunal by:

Phone: 03000 252 777

E-mail: rpt@gov.wales

Fax: 03000 256 146

Website:

residentialpropertytribunal.gov.wales/

Writing to: The Residential Property Tribunal Wales, Oak House, Cleppa Park, Celtic Springs, Newport, NP10 8BD

The Public Services Ombudsman for Wales 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.

How to Contact us

General

If you have a query regarding your home, leasehold or service charges or would like to report problems with anti-social behaviour or a neighbourhood issue please contact your leasehold officer by calling our Head Office at Mamhilad on: **0345 677 2277** (local call rate).

Freephone Repairs Hotline (Inc. 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** (from a mobile)*

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

Live Chat

Click the link on our website to talk to a member of our Customer Service Team.

Email

You can also contact us via email: **leasehold@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**

Facebook**

**www.facebook.com/
Monmouthshire.Housing**

Twitter**

**www.twitter.com/mon_
housing**

***Social media accounts are not monitored 24 hours a day. To report repairs please use our hotline number **0800 980 7751**.*

Useful Contacts

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

Repairs Helpline: **0800 980 7751**

TV Licence: **0300 790 6131**

Council Tax: **01633 644630**

Homemakers: **01873 857 618**

Leasehold and Service Charge officer:
leasehold@monmouthshirehousing.co.uk

Utility Companies

Welsh Water: **0800 052 0145**

SSE/Swalec: **0345 071 3994**

British Gas Emergency: **0800 111 999**

Useful Websites

Our Website: **www.monmouthshirehousing.co.uk**

MCC's Website: **www.monmouthshire.gov.uk**

TV Licensing: **www.tvlicensing.co.uk**



Monmouthshire Housing Association



0345 677 2277



customerservices@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.