

MSH Property Management Complaints Procedure

MSH Property Management are committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or by someone else working on our behalf.

What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- treatment by, or attitude of, a member of staff
- our failure to follow proper procedure.

Your complaint may involve more than one of our services or be about someone working on our behalf.

What can't I complain about?

There are some things we can't deal with through our complaints procedure. These include:

- a routine first-time request for a service, for example reporting a problem that needs to be repaired or initial action on anti-social behaviour
- requests for compensation
- issues that are in court or have already been heard by a court or a tribunal
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a stage two investigation. If you are still not satisfied, you can seek advice from Citizens Advice.

How do I complain?

You can complain by phone, in writing, email or by completing the form on our website at www.mshbuilding.co.uk/property. When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong how you want us to resolve the matter.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage one – Frontline resolution

We aim to resolve complaints quickly, this could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. We will give you our decision at stage one in five working days or less, unless there are exceptional circumstances. If we can't resolve your complaint at this stage, we will explain why. If you are still dissatisfied you can ask for your complaint to be investigated further through stage two. You may choose to do this immediately or sometime after you get our initial response. We can help you with making this request.

Stage two – Investigation

Stage two deals with two types of complaint: those that have not been resolved at stage one and those that are complex and require detailed investigation.

When using stage two we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- give you a full response to the complaint within 20 working days or less.