



What is a Complaint?

MSV defines a complaint as:

'An expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the landlord, its own staff, or those acting on its behalf, affecting an individual resident or group of residents'.

Stage One Complaint

A stage one complaint is the entry point to our complaints service for a customer wishing to have their concerns recorded formally.

The customer does not have to use the word complaint in order for it to be treated as such. This emphasis is on resolving concerns and putting things right with the minimum of delay, enabling customers to be heard and understood.

If we can help a customer to address and resolve an issue at the earliest opportunity this is classed as dis-satisfaction.

We value feedback on our services and view complaints as an opportunity to learn from our customer's perspective.

Service Request

A service request is a request for one of the services we offer customers, such as a request for a repair to be completed or support with an antisocial behaviour issue. It may also be a query for information or an explanation relating to any service offered.

Compliment

A compliment is an expression of satisfaction with a service that we, or anyone acting on our behalf have provided. This could be satisfaction with an individual member of staff, a team or a particular service area.

Suggestion

A suggestion is an idea shared with MSV to change the way we deliver our services for the benefit of its customers or wider audience, such as a change in policy or process.

Accessing Our Services

Being able to access our services in a straightforward uncomplicated way is a priority for MSV. For some of our customers, there may be barriers in doing this, for example language or disability.

Our colleagues are trained to understand the needs of customers and being able to offer translation and interpretation services can help our customers feel included.

We also use plain language to make our communication easier to understand, avoiding jargon and technical terms.



We offer the following services to help people access our services:

Interpretation

We offer the following services:

- **Face to face interpretation** - for spoken language or British Sign Language
- **Video interpretation** - For spoken language or British Sign Language
- **Telephone interpretation** - either at home or in person with our staff who have a specialist app

Translation

We offer the following service:

- **Written translations**
- **Website translation** - please click the Speak Translate button at the top of our website



Alternative Formats

We can provide alternative formats on request:

Written Documents

We can provide important documents in different formats, such as large print, Braille, audio recordings, or Easy Read versions upon request.

Our website

We have a fully accessible website which is designed to be user friendly for everyone. Please click the **Speak Translate button** on our website to find options available including:

- **Read aloud**
- **Obtain a picture dictionary definition**
- **Download an MP3**
- **Screen mask**
- **Enlarge text**
- **Simplify page**



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If you would like this information in another language or format, then please contact us

Si vous voulez ces informations dans une autre langue ou format, prière de nous contacter

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

إذا كنت ترغب في الحصول على هذه المعلومات بلغة أو صيغة أخرى، فيرجى الاتصال بنا.



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visit
msvhousing.co.uk

Haddii aad macluumaadkan ubaahan tahay luqad kale ama hab kale, fadlan nala soo xiriir

Jeśli wymagasz tej informacji w innym języku lub formie to skontaktuj się z nami

اگر این اطلاعات را به یک زبان دیگر و یا ر یک قالب متفاوت می خواهید لطفاً با ما تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਤਰੀਕੇ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی دوسری زبان یا شکل میں چاہیے تو براہ کرم ہم سے رابطہ کریں۔