

Did we get something right?



Did we get something wrong?

Compliments

Complaints

Feedback

We want to make sure we're doing all we can to listen to feedback from you, so we can understand your needs and how we can improve our services.

Compliment us

Your compliments let us know what we've done well and where we've got things right.

We want to hear from you when one of our team has gone above and beyond to help you, or get the job done.



"I would like to thank Jordan who helped with our floor repairs. He's been patient, professional and helpful. He's a credit to your team."



Making a complaint

What's a service request?

A service request is something that we don't know about yet. It could be something such as, reporting:

- A repair
- Anti social behaviour
- Damp and mould

You can make a complaint when you're not satisfied with our service, or we haven't provided a service to you.

What's a complaint?

A complaint is when you're not happy with:

- Our standard of service
- The actions we've taken, or lack of action
- How our colleagues have treated you
- Any contractors acting on our behalf

Your complaint could affect just you, or a group of customers.

Report it to us



Anti social behaviour



Repairs



Damp and mould

Ways to contact us

You can make a compliment or complaint in many ways. Someone can do this for you too.

DID YOU KNOW?

You can make a complaint and track its progress on **My Account**

Log in or register



Email compliments@mhs.org.uk or complaints@mhs.org.uk with the details



Use our **website** forms:
mhs.org.uk/compliments-and-complaints



Phone our Customer Team on
01634 565 333



Write to the Customer Experience Team:
mhs homes, Broadside, Leviathan Way,
Chatham, Kent, ME4 4LL



Visit us in person at mhs homes, Broadside,
Leviathan Way, Chatham, Kent, ME4 4LL



Talk to an mhs homes colleague



Message us on **social media**

Our complaints process

We have a simple complaints process so we can put things right for you as quickly as we can.



1	We log your complaint and send you an acknowledgement letter.
2	A complaint handler investigates your complaint within ten working days . They'll look at all areas of your complaint and may contact you for more information.
3	Your complaint handler writes a response to you. It'll show you what they found out, any decisions made and what we'll do to put it right. Your complaint is closed, but we'll keep track of any work to make sure it's done.

If you're not happy with our response

You can make a **stage two complaint**.

This means that a senior complaint handler will look over your complaint and investigate further. They'll respond to you within **20 working days**.



The Housing Ombudsman Service can investigate your complaint if you think we still haven't put things right.

Housing
Ombudsman Service

They have lots of easy to follow, step by step guides on what you need to do, and you can contact them at any point.



If your complaint is complex or we need **extra time to investigate**, then we'll contact you to let you know.