

Quick Read: Complaints and feedback

Making a complaint

We are committed to providing excellent services, but we understand that sometimes things can go wrong. When this happens, we want people to tell us so that we can investigate concerns and put things right.

A complaint is any expression of dissatisfaction about the standard of service provided, actions taken, or a failure to take action by My Space Housing Solutions or anyone acting on our behalf.

Your feedback matters

We welcome:

- Complaints about our services.
- Comments and suggestions for improvement.
- Compliments about things we have done well.

We use feedback to identify recurring issues, improve services and share good practice across the organisation.

Spotlight: Complaints help us learn, improve and make sure we provide better services for everyone.

How to make a complaint

You can make a complaint:

- In person to a member of staff.
- By telephone.
- Through the complaint form on our website.
- By email to complaints@myspacehousing.org.
- By post to our Complaints Team.

Getting support

If you need help to make a complaint, we can provide support or you can seek assistance from an external organisation such as Citizens Advice.

If you would like someone else, such as a family member, friend, carer or advocate to act on your behalf, we will ask for your permission before sharing information about your complaint.

Our complaints process

Stage One

- We will acknowledge your complaint within 5 working days.
- We will investigate and provide a written response within 10 working days of the acknowledgement.
- Our response will explain our findings and any actions we will take to resolve the issue.

Stage Two

If you are unhappy with the Stage One response, you can ask for your complaint to be escalated.

- We will acknowledge your escalation within 5 working days.
- A more senior manager will review the complaint and provide a written response within 20 working days of the acknowledgement.

Putting things right

Where we identify a service failure, we will take appropriate action. This may include:

- Apologising.
- Providing an explanation.
- Taking action to resolve the issue.
- Changing a decision.
- Improving policies, procedures or practices.
- Providing compensation where this is appropriate.

Housing Ombudsman

You can contact the Housing Ombudsman at any stage of your complaint for advice and support. If you remain dissatisfied after our complaints process is complete, you may ask the Ombudsman to investigate your complaint. Their contact details are:

Telephone: 0300 111 3000

Online: www.housing-ombudsman.org.uk

By post: Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET

For more information visit our [Complaints page](#)