

MAGNA HOUSING GROUP

FORMAL COMPLAINTS POLICY

1. Introduction

1.1 Magna Housing Group values complaints and believes that they are a positive way in which to learn and to improve the way the organisation meets its purpose: "To satisfy those we work with and want to work with, and to be their first choice".

2. Who can complain?

2.1 The policy is open to all users of Magna services, including tenants, applicants for housing, leaseholders, contractors, suppliers, applicants for employment and members of the public affected by our services.

3. What is a formal complaint?

3.1 When the complainant is dissatisfied with:

- 3.1.1 the standard of service received from Magna;
- 3.1.2 Magna's response to a request for a service; or
- 3.1.3 Magna's actions.

3.2 Complainants will be encouraged to make a complaint formal where they are not satisfied with the response to their problem.

3.3 A formal complaint is not:

- 3.3.1 an initial request for a service, such as requesting a repair or reporting neighbour nuisance; or
- 3.3.2 to be used where there is already an appeal procedure, such as in the allocation of properties.

3.4 No formal complaint will be regarded as exhausted until it has been investigated by the Complaints Panel of one of Magna's Boards.

4. Complaints Monitoring

4.1 Each Board will review the formal complaints and their outcomes relevant to its area at least once a year.

