

What happens when something goes wrong

When you tell us that something has gone wrong, if we are unable to resolve this straight away we will take action to put it right quickly as a **Service Request**. If this is unsuccessful, we will follow the **two-stage complaints process**.

Service Request

Quick Resolution within 4 working days

We will offer this route if:

- we believe we should be able to resolve the issue within 4 working days and;
- the customer agrees with this approach.

If a customer does not agree or the issue is unlikely to be resolved quickly, the issue will be progressed directly to Stage 1.

A senior manager will investigate and agree the way forward with the customer. This is usually over the phone, but can be in writing if requested.



Stage 1 Complaint

Resolve within 10 working days from acknowledgement

The complaint will be acknowledged within 5 working days of receipt.

Head of Service/Senior Manager will speak or offer to meet customer at their home, investigate the issues and provide findings in writing within 10 working days from acknowledgment.

Stage 1 completion letter sent to customer advising how to escalate to Stage 2 if customer remains dissatisfied.



Stage 2 Complaint

Resolve within 20 working days from acknowledgement

The request will be acknowledged within 5 working days of receipt.

A Panel Review will be held within 10 working days from acknowledgement.

The customer is invited to attend and speak to Panel Members to share their customer journey.

Panel undertake independent investigation.

Findings sent to customer in writing within 20 working days of acknowledgement.

If the customer remains dissatisfied, complaint can be referred to the Housing Ombudsman Service for review.

Throughout the complaints process you can access advice, guidance and support from the Housing Ombudsman Service - read more on page 3.

What is not a complaint?

Some issues raised are not classed as complaints under our published Complaints Policy such as:

Requests for information or an update - for example, a customer contacts us and asks when the grass outside their home is due to be cut. The customer should contact our Customer Access Team using My Coastline, or by calling 01209 200200, or use another method shown on page 3.

Reporting a repair/defect or requesting a service - for example, a customer contacts us to report that their shower has stopped working. The customer should contact our Customer Access Team.

Reporting antisocial behaviour by other individuals or customers - for example, a customer has been kept awake all night by loud music and shouting coming from his neighbours. The customer should report the issue to our Customer Access Team. A case will be raised for a colleague from our Tenancy Team to call the customer and advise what action we can take and how we can support them.

Reporting an issue as you would like Coastline to take action - for example, a customer contacts us to report there has been fly-tipping in the local community. The customer should contact our Customer Access Team to report the issue and we will arrange for the items to be collected and disposed of.

Requests for a service which Coastline does not provide - for example, a customer contacts us to report that the road outside their property is full of potholes and is not being maintained. This is not a complaint if Coastline does not own the road. Instead we will signpost the customer to the relevant third party.

Other issues which are not classed as complaints

- Rent or service charge increases.
- Personal injury or insurance claims.
- Issues that took place over 12 months ago.

Our commitment

We are committed to listening, learning and continually improving. When something does go wrong, we will:

- Listen, apologise and acknowledge when something should have been done, or done better.
- Aim to take swift action to resolve the issues as soon as possible.
- Ensure you are not left out of pocket.
- Learn from your experience and make improvements to our services.

What is a complaint?

The Housing Ombudsman Service 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 a resident or group of residents.”

That means a complaint can be raised about any of the services Coastline provides to our customers. It covers work (repairs or action) we, or one of our contractors have completed (such as repairs done to a poor standard), work which we have failed to do despite you reporting an issue to us, or the conduct of one of our colleagues or one of our contractors’ employees.

When we receive **an expression of dissatisfaction** we will aim to take swift action within four working days as a **service request**. If you are not in agreement with this approach, or we are unable to resolve it to your satisfaction, or the matter requires a more detailed review, it will be progressed as:

A **Stage 1** complaint - for investigation within 10 working days from acknowledgement. If we are unable to resolve the matter to your satisfaction, the case will be progressed to;

A **Stage 2** complaint - for investigation within 20 working days from acknowledgement. If we are unable to resolve the matter at Stage 2, you have the right to refer your complaint to the Housing Ombudsman Service.

See the workflow on page 1 for more details on each step.

How can I make a complaint?

You can raise a complaint in the following ways:

- **Call** our Customer Access Team on 01209 200200.
- **Email** our Complaints Team on complaints@coastlinehousing.co.uk.
- **On My Coastline**, our customer portal and app.
- **Write to** Coastline House, Barncoose Gateway Park, Pool, Redruth TR15 3RQ.
- **In person** at Coastline House.
- **Speak to any Coastline colleague.**

Complaint Mentors to support you

If you would like some additional support through your complaint journey, we have a dedicated group of involved customers who are ready and willing to assist you. Known as Complaint Mentors, they understand the process and can provide guidance and advice on what you can do if you remain dissatisfied with the information or replies you receive.

Our mentors have also received training on safeguarding and data protection as well as our complaints procedures so they are fully equipped to support you, in whatever way you need.

Our Complaints Team will contact you with information on how to request the assistance of a mentor once a complaint is raised.

Housing Ombudsman Service

The Housing Ombudsman Service can be contacted at any time to provide advice, guidance or support to you.

- **Call** 0300 111 3000
- **Visit the website** www.housing-ombudsman.org.uk
- **Write to** Housing Ombudsman Service, PO Box 1484, Unit D, Preston PR2 0ET

Learning from experience

When we get things wrong we take the opportunity to learn from our mistakes and ensure other customers do not have the same experience. All improvements identified are tracked and monitored through our Customer Experience Committee on a quarterly basis. These involved customers give feedback to colleagues to reduce or stop further, or similar, issues happening again.

We share information with all customers on complaint themes and our learning from these through our Annual Report, and our Annual Complaints Performance Report, both of which be found on our website or sent to you. They are also featured in each autumn edition of CoastLines magazine and on our performance web page.

Tenant Satisfaction Measures

The Regulator of Social Housing created this system for assessing how well social housing landlords in England are doing at providing good quality homes and services.

One of the five themes is **effective handling of complaints.**

In 2024/25, our survey of **rental customers** showed that 40% of those who had made a complaint were happy with our handling of it, the same as in 2023/24. For **shared ownership customers** who had made a complaint, 40% were happy with the handling, up from 36% the previous year. We will continue to work on improving these results.

You can read full details of all our customer survey results on our website's performance page: www.coastlinehousing.co.uk/our-performance/

