



## Complaints

Our aim is to provide the best possible service for our customers but we realise we don't always get it right and if this happens we want to know about it.

Our complaints procedure is in place to help you resolve difficulties and to help us improve our service.

In most cases problems can be resolved informally by contacting one of our project or repairs supervisors if it concerns a technical matter or your area housing officer for anything to do with your tenancy or neighbourhood problems.

If you are still not satisfied then we can deal with your complaint, under our 3 stage complaints procedure.

1. A senior manager who has not been involved in the problem will take an independent and objective look at the background to the case and will aim to send you a reply within 10 working days.
2. If you are not happy with the answer you get, or the problem you are concerned about persists, you can write to the Managing Director of Ocean Housing who will look at the case again and get back to you within 14 working days.
3. If we have still not been able to solve the problem you can ask for it to be examined by Ocean's Group Chief Executive, or an independent panel of Board members.

An investigation by the Group Chief Executive will be completed within 14 working days of your request being received. If you ask for a panel hearing this will take place within 28 days. You can attend the hearing to put your case forward and the Ocean managers involved in earlier investigations will also be called to explain the action taken and the reason for their decision. You will be told the panel's decision within 2 working days. If at this stage you are still unhappy you have the right to make a formal complaint to the Independent Housing Ombudsman.

Further information about how to make a complaint to Ocean or the Ombudsman can be obtained from the Complaints Officer on St Austell 01726 874450.

### Related Links

- [The Housing Ombudsman](#)