

Our Complaints Procedure



Your guide to making a complaint
with Ocean Housing

T: 01726 874450
www.oceanhousing.com

Ocean Housing Ltd Stennack House
Stennack Road St Austell PL25 3SW

Our two stage complaints procedure:

Our complaints process has two stages and is available to tenants, leaseholders, shared-owners and housing applicants. You are able to contact the Housing Ombudsman at any time during the process for independent help and advice.

Stage 1

Registering a complaint

Your complaint will be assigned to a case manager who will complete an independent and objective investigation.

You will receive a full response within 10 working days.

Stage 2

Reviewing the complaint

If you are not happy with our response, then you can request that the complaint is reviewed by the Executive Director of Homes and Communities or senior staff member that they nominate.

A new and independent review will be completed and you will receive a full response within 20 working days.

If at this stage we have not been able to resolve your complaint satisfactorily you have the right to make a formal complaint with the Housing Ombudsman Service.

You can find advice, guidance and support at any stage by visiting the Housing Ombudsman website at www.housingombudsman.org.uk or by calling 0300 111 3000.