

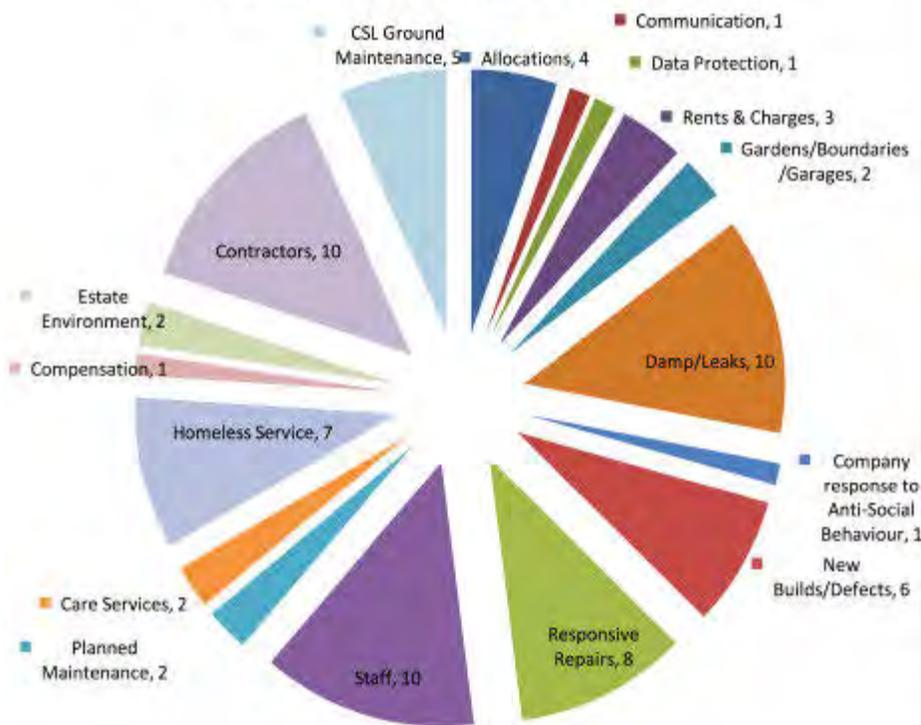
# What happens when we get it wrong?

**Coastline has an easy-to-use formal complaints procedure that helps our customers when they feel that we have let them down.**

Complaints are reviewed by senior managers and customers on the Customers for Scrutiny into Coastline (CSC) Group to make sure any lessons are learnt. Each year, we publish a summary of the complaints that have been made so that our customers know we are being open when we get it wrong and that we try and make improvements.

The table below looks at the complaints received during 2015/16 broken down by service area.

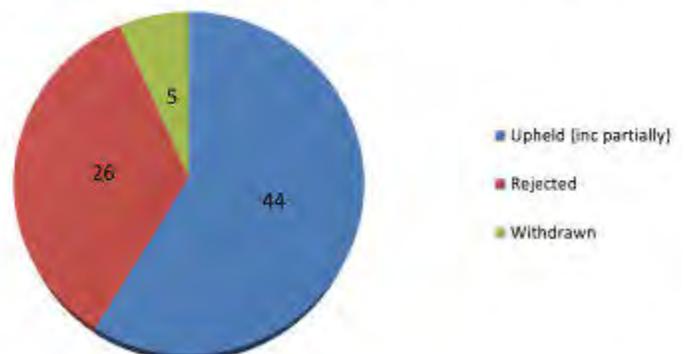
**Complaints Received By Service Area**



**Happily, the vast majority of complaints are resolved quickly and to the customer’s satisfaction at the earliest stages of the procedure, as shown below.**

Of the 75 complaints received, 63% (44) were upheld in full or in part, which means that we agreed with all or part of what the person making the complaint was saying. Fifteen of the complaints received resulted in changes to current services, service delivery or new services being introduced.

**Complaint Escalation/Resolution**



We do listen to complaints and make changes when they highlight that something isn’t right and we welcome feedback of any kind regarding any area of our service delivery.

Copies of our full Complaints Policy and Procedure are available on request or on the Company’s website at

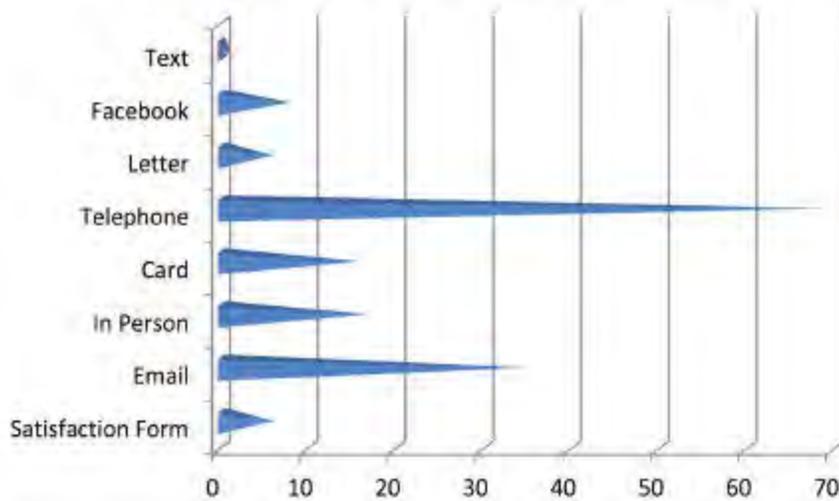
**[www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)** or by telephone on **08082 027728**.

# What happens when we get it right?

Of course when we do things well, it's great to get **positive feedback** and our staff really appreciate when a customer takes time to say 'thank you' for a job well done.

**In 2015/16 we received 159 compliments made in the following ways:**

**Compliment Formats used by Customers**



**The most common areas for compliments to be made during 2015/16 were:**

**Most Common Areas for Compliments**



Remember, it's easy to make a complaint or compliment us! All you need to do is call our **Contact Centre on 08082 027728** or email [sara.pascoe@coastlinehousing.co.uk](mailto:sara.pascoe@coastlinehousing.co.uk) direct. Of course, you can always fax, text, Facebook or write to us at the usual address.

Sara Pascoe  
Governance Administrator