

**We want to hear from you - whether it's a compliment, a request for service, or a complaint. Your feedback helps us learn and improve.**

## How we handle your feedback

### 1. Service Requests

- A request for us to put something right (eg fix a repair, clean a communal area, cut grass, remove graffiti).
- We aim to acknowledge within 5 working days and resolve within 4 working days.
- If unresolved or you're not satisfied, you can ask for it to become a complaint.

### 2. Complaints

An expression of dissatisfaction about our service, actions, or lack of action (eg delays, poor conduct, unresolved issues).

#### Stage 1: Investigation

- Acknowledged within 5 working days and responded to within 10 working days. If more time is needed, we'll explain why and keep you updated.

#### Stage 2: Independent Panel Review

- If you're not satisfied with the outcome at Stage 1, you can request a review within 30 days.
- A panel will review your case and respond within 20 working days. If more time is needed, we'll explain why and keep you updated.

#### Still unhappy?

Contact the [Housing Ombudsman Service](#) for independent review.

### What is not a complaint?

- Requesting a new repair or service (use our [report a repair page](#)).
- Reporting antisocial behaviour (see our [ASB page](#)).
- Disputes about rent or service charge levels (handled by a tribunal).
- Issues over 12 months old, or outside our responsibility.

### How to contact us

- Phone - 01209 200200
- Email - [feedback@coastlinehousing.co.uk](mailto:feedback@coastlinehousing.co.uk)
- Online - My Coastline [app](#) or [portal](#)
- In person - Coastline House, 4 Barncoose Gateway Park, Pool, Redruth TR15 3RQ

Need information in another format or extra support? Please let us know.

### Support and learning

- Complaint Mentors - trained Coastline customers can support you.
- Learning - we use your feedback to improve and publish 'You said, we did' updates.
- See our full Customer Feedback (Compliments and Complaints) Policy.

Find out about these on the [feedback page](#) on our website.