

## **Registered Housing Providers**

If you rent your property from a Social Landlord you will need to contact them in the first instance regarding your housing conditions. If they do not resolve the problems to your satisfaction **you must follow their official complaints procedure.**

There are usually three stages to this process: -

- 1) Make a formal complaint
- 2) Contact a designated person such as an MP, local councillor or tenant panel
- 3) Contact the Housing Ombudsman

To report a complaint about the service you have received: -

<b>Cornwall Housing</b>	<a href="https://www.cornwallhousing.org.uk/about-cornwall-housing/comments-compliments-and-complaints/">https://www.cornwallhousing.org.uk/about-cornwall-housing/comments-compliments-and-complaints/</a>
<b>LiveWest</b>	<a href="https://dch.livewest.co.uk/raising-compliments-and-complaints">https://dch.livewest.co.uk/raising-compliments-and-complaints</a>
<b>Ocean Housing</b>	<a href="https://www.oceanhousing.com/home-2/contact-us/online-complaint-form/complaints/">https://www.oceanhousing.com/home-2/contact-us/online-complaint-form/complaints/</a>
<b>Sanctuary Housing</b>	<a href="https://www.sanctuary-housing.co.uk/complaints-or-concerns?s=complaint">https://www.sanctuary-housing.co.uk/complaints-or-concerns?s=complaint</a>
<b>Coastline Housing</b>	<a href="https://www.coastlinehousing.co.uk/complaints-compliments">https://www.coastlinehousing.co.uk/complaints-compliments</a>
<b>West Country Housing</b>	<a href="https://www.westwardhousing.org.uk/feedback-and-complaints">https://www.westwardhousing.org.uk/feedback-and-complaints</a>
<b>Guinness Trust Group</b>	<a href="https://www.guinnesspartnership.com/contact-us/make-a-complaint/expect-make-complaint/">https://www.guinnesspartnership.com/contact-us/make-a-complaint/expect-make-complaint/</a>
<b>Cornwall Rural Housing Association</b>	<a href="https://crha.org.uk/page/complaints-procedure">https://crha.org.uk/page/complaints-procedure</a>
<b>Mears Group</b>	<a href="https://www.mearsgroup.co.uk/policies-certificates/mears-group-complaints-policy">https://www.mearsgroup.co.uk/policies-certificates/mears-group-complaints-policy</a>
<b>Hastoe Housing</b>	<a href="https://www.hastoe.com/contact-us/make-a-complaint/">https://www.hastoe.com/contact-us/make-a-complaint/</a>

More information on the formal complaint process for Registered Social Landlords can be found by ringing 0300 111 3000 or by visiting:-

<http://www.housing-ombudsman.org.uk/>