

How can I make a complaint?



Website form



Social media



By calling



In person



By writing to us

Stage 1 complaints

A supervisor will let you know we've received your complaint within two working days.

Is my complaint resolved at this stage?

It could be. If not, the supervisor will carry out further investigations into your problem and send you our response. If your complaint isn't solved, we'll move it to Stage 2 of our complaints process.



Stage 2 complaints

Your complaint will be passed to our Customer Experience Team who will let you know they have received your complaint within two working days. A Senior Manager will work with a PCH Director to review your complaint and respond.

Is my complaint resolved at this stage?

We hope so! If not we will move your complaint on to the final stage of our complaints process.



Stage 3 complaints

Again the Customer Experience Team will let you know they have your stage 3 complaint. The Team will produce a report and send it to you. At this stage you have the right to request further information.

You will then be invited into a review meeting where your complaint will be discussed with a PCH Director and one of our Board Members, as well as the staff involved. We will then send on a response from the review meeting.

What if I still don't think my complaint has been resolved?

The complaint will now have to go to the Housing Ombudsman to carry out an independent review.