

# COMPLAINTS MANAGEMENT AND RESOLUTION FLOW CHART

You can seek advice and assistance from the Ombudsman Service at any stage of your complaint.  
Ombudsman Services, Communications, PO Box 730, Warrington, Wa4 6WU  
0330 440 1614  
enquiry@ombudsman-services.org

Trident Group receives your formal complaint

Stage-1  
(initial complaint)

- We will log your complaint and send you an acknowledgement letter within 2 working days
- We will appoint an appropriate staff member to investigate and respond to your complaint (Responding Officer)
- As part of this process the Responding Officer may contact you by phone or arrange a face-to-face visit
- You will be notified of the outcome of the investigation within 10 working days of receiving your complaint
- If the investigation and resolution cannot be concluded within 10 working days you will be notified of a revised date for a response to your complaint

If you are unhappy with the Stage-1 response, you can make an appeal within 20 working days **clearly stating** your reason(s).

We will only consider an appeal where the complaint **has not** been fully addressed in Stage-1 or where there is further evidence provided by the complainant.

You will be contacted for feedback and if you are happy with the resolution, your complaint will be closed

Stage-2  
(formal review)

- We will log your appeal and send you an acknowledgement letter within 2 working days, confirming that your complaint has gone for further review (Stage 2) or why the decision has been taken not to proceed to Stage 2
- The review letter will confirm that the appeal will be investigated by a Complaints Panel, comprising of a member of Trident Group's Senior Management Team and the staff member who dealt with the initial complaint at Stage 1. As part of this process the Complaints Panel may wish to meet with you at a time and location convenient to the complainant. Where appropriate and with your permission we will ask a member of the Residents Complaint Panel to be part of this.
- You will be notified of the outcome of the investigation within 20 working days.

A Stage 2 outcome is final and the complainant has no further right to appeal to Trident Group. However if a complainant is still unsatisfied with Trident Group's final decision, they may refer their complaint to the Housing Ombudsman Service.