



Service Standard

Complaints and Compensation

Trident Group aims to provide an excellent standard of service to all our customers. However, we recognise that sometimes things can go wrong and you may wish to make a complaint. We welcome and value all comments, compliments or complaints you make and use them to help us improve our service to you.

To achieve this we will:

- ✔ Make it easy as possible for you to make a complaint by telephone, email, in person, online or through an advocate
- ✔ Acknowledge your complaint within 2 working day, further advising you the name of the staff member who will be dealing with the matter
- ✔ Ask you how you would like the complaint to be resolved
- ✔ Clearly communicate what action we have taken and advise you of what action we will take
- ✔ Deal with complaints promptly, courteously, fairly and in accordance with our policy
- ✔ Ensure information on our complaints procedure, including the different stages, are readily available within our offices or on our website
- ✔ Stage 1 of a complaint will be dealt within 10 working days
- ✔ Stage 2 of a complaint will be dealt within 20 working days
- ✔ Provide details of the Housing Ombudsman Service, if you have exhausted our complaints procedure and are still not satisfied
- ✔ Ensure that all correspondence and personal information is treated in confidence and within GDPR guidance
- ✔ Help you fill out the complaints form, where it is difficult for you to do so
- ✔ Welcome feedback to improve our services
- ✔ Share your compliments with staff to encourage good practice
- ✔ Monitor our service and publish our performance on a regular basis
- ✔ Award any compensation promptly in accordance with our policies

We will not:

- ✘ Use the complaints procedure to resolve neighbour disputes. These will be dealt with by Housing staff

