



Trident Group

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The Housing Ombudsman Service

Liverpool
L33 7WQ

24 June 2024

Annual Complaints Performance and Service Improvement

Following a review at the Trident Group Board Meeting held on Monday, 24th June 2024, I can confirm that all Board Members were satisfied that the Complaints Handling Code is being adhered to and that Trident Group are taking positive steps to learn and improve from their complaints. The Annual Complaints Performance and Service Improvement report provided insights into our handling of complaints in the past financial year and highlighted areas for improvement.

The Self-Assessment has been completed and provides assurance on how Trident are adhering to the code.

Paul Hayward

Member Responsible for Complaints, Board Member & Housing and Communities Committee Chair



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