



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.
- ✓ Make the information we share with you accessible
- ✓ Acknowledge your complaint within 5 working day, further advising you the name of the staff member who will be investigating your complaint
- ✓ Making information regarding performance and lessons learnt readily available on our website
- ✓ Identify the resolution you are seeking, and ensure that all residents are treated fairly throughout the process of raising and handling complaints.
- ✓ Make reasonable adjustments where vulnerability is identified
- ✓ 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 complaint's 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 from the acknowledgement letter
- ✓ Stage 2 of a complaint will be dealt within 20 working days from the acknowledgement letter
- ✓ Provide details of the Housing Ombudsman Service throughout the complaints process
- ✓ Ensure that all correspondence and personal information is treated in confidence and within GDPR guidance
- ✓ Seek your consent to liaise with any representatives or third parties about your complaint
- ✓ 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



We will not:

- Use the complaints procedure to resolve neighbour disputes. These will be dealt with by Housing staff.
- Use the complaints procedure to where legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.
- Use the complaint procedure where the complaint has safeguarding implications – these will be reported to the relevant manager as a priority and action taken in accordance with safeguarding policies and procedures.