COMPLAINTS MANAGEMENT AND RESOLUTION PROCESS

Trident Group

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Trident Group receives your formal complaint

STAGE 1 (INITIAL COMPLAINT)

- We will log your complaint and send you an acknowledgement letter within 5 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.
- All investigations should be completed within 10 working days unless an extension period has been agreed.
- If the investigation and resolution cannot be concluded within 10 working days, we will advise you and agree a revised date for a response to your complaint.

You will be contacted with an outcome letter detailing our initial decision.

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.

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STAGE 2 (FORMAL REVIEW)

- We will log your appeal and send you an acknowledgement letter within 5 days confirming that your complaint has been escalated to a 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 member of Trident Group's Senior Management Team. As part of this process the Complaints Panel may wish to meet with the complainant at a convenient time and location.
- If the investigation and resolution cannot be concluded within 20 working days, we will advise you and agree a revised date for a response to your complaint.
- You will be notified of the outcome of the investigation within 20 working days.

You will be contacted with an outcome letter detailing our initial decision.

You will be contacted for feedback and receive our complaint satisfaction survey. We value your feedback and are committed to learning from your complaints.

A Stage 2 outcome is final and the complainant has no further right to appeal to Trident Group.

If a complainant is still unsatisfied with Trident Group's final decision, they may refer their complaint to the Housing Ombudsman Service.

You can seek advice and assistance from the Ombudsman Service at any stage of your complaint:

Ombudsman Services, Communications
PO Box 730, Warrington, WU4 6WU

0330 440 1614

www.housing-ombudsman.org.uk

enquiry@ombudsman-services.org.uk