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www.tridentgroup.org.uk

The Housing Ombudsman Service
Liverpool
L33 7WQ

29th September 2026

Annual Complaints Performance and Service Improvement

Following a Chairs Action meeting on Tuesday, 29th September 2026, I can confirm that I am 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. This will be formally ratified at our Group board meeting on 7th December 2026.

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

Trident Group is a trading name of Trident Housing Association Limited registered with Companies House at 12 Fairlie House, Trident Close, Erdington, B23 5TB under Company Number IP17133R. Trident Group is also registered with Homes England (under Registration Number L0979). Trident Group consists of Trident Reach and Trident Star, which are subsidiaries of Trident Housing Association Limited.