

Feeding back your comments



Our Promise

Trident encourages your feedback and it is important to us that we provide a quality service that you are satisfied with. To enable us to do this we have a procedure in place which ensures that your compliments, comments and complaints are welcomed and fully investigated.

Compliments - We will:

- Acknowledge the compliment by letter within 2 working days.
- Aim to encourage and continue good practice.

Comments - We will:

- Acknowledge the comment by letter within 2 working days.

Complaints

We aim to provide a quality service, but we are aware that sometimes things can go wrong. We will:

- Aim to resolve the matter through the Manager of the service that you are dissatisfied with, in the first instance.

If you are unhappy with their response, we will:

- Acknowledge your complaint within 48 hours of receiving it.
- Aim to respond to your complaint within 10 working days.

If you are not satisfied with the response, we will:

- Provide you with the right to appeal within 20 working days of the receipt of your response.
- Your appeal will be investigated by a Senior Manager or Director and responded to within 10 working days.

If you are not satisfied with this response, we will:

- Give you the opportunity for a second appeal, via a hearing with Trident's Appeals Panel. Held within 20 working days of the second appeal.
- If you are not satisfied with this response, we will:
- Provide details for the Independent Housing Ombudsman.