

TRINITY ESTATES COMPLAINTS PROCEDURE

Trinity Estates are committed to providing a quality, professional service to all our customers. We recognise that on occasion things can go wrong. When this happens, we would like you to tell us in order that we can put things right for you and help us to ensure we review where we went wrong to make sure there is not a repeat of the issue.

Should you feel the need to raise a complaint with us, in the first instance you should contact the correct member of our team by calling our office on Tel: 0345 3451584 or completing our 'Contact Us' form on our website www.trinityestates.com/contact-us Your enquiry will be assessed by a member of our Customer Support Team and directed accordingly.

If you feel that your concerns are not being satisfied by the person you have been in contact with, then we would ask you to document your complaint in writing. This can be done either by email to complaints@trinityestates.com or by writing to our Head Office address below. We will then respond as detailed within the process and timeframes set out below.

As part of your complaint we will require;

- Your name
- Your address or tenant reference number
- Overview of your complaint
- Name(s) of the team member(s) initially handling your enquiry
- Evidence of emails or letters with the team member(s)

First Stage

We will send you a written acknowledgement of receipt of your complaint within three working days of receiving it, where we will confirm who is responsible for reviewing the matter at this stage. You should expect to receive this within 3 days of receipt of your complaint.

We will then investigate your complaint. As part of this investigation, the reviewer will speak to those team members involved in the complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending you the initial acknowledgement.

Where a response may take longer than 15 working days you will be notified and provided with a new date when your response will be issued.

Second Stage

If at this stage you are still not satisfied, you should contact us again explaining why you remain dissatisfied and we will arrange for a separate review to take place. This secondary review will be conducted by our Senior Management Team and allocated to the most appropriate person to review and respond to your complaint.

Trinity | Vantage Point | 23 Mark Road | Hemel Hempstead | Hertfordshire | HP2 7DN
0345 345 1584 | info@trinityestates.com | www.trinityestates.com



Within 3 days of receiving your Second Stage Complaint the assigned reviewer will contact you to introduce themselves and advise of a date when you can expect to receive their response, detailing our final viewpoint on the matter.

Ordinarily this final response will be within 15 working days of their introduction however if a response may take longer than 15 working days you will be notified and provided with a new date when your response will be issued.

If after the second stage, we are unable to reach an agreement or more than eight weeks have passed since the complaint has been made you can seek an independent review by The Property Ombudsman. Their contact details can be found below: -

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk
admin@tpos.co.uk

Prior to contacting The Property Ombudsman, please be aware of the following criteria.

- You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- The Property Ombudsman requires that all complaints be addressed through this complaints procedure before being submitted for an independent review.