

## Trinity Estates - Complaints Procedure

Trinity Estates are committed to providing a quality and professional property management service to all our residents. Our Trinity team have a wealth of experience in all areas of Property Management and are always happy to discuss any concerns or complaints you may have.

This process is designed to support you, to ensure your complaint is handled effectively and an appropriate and proportionate resolution is met.

### Our complaint standards

The Trinity team promise to complete the following:

- Investigate the complaint- understanding the full extent of the issue.
- Discuss the complaint with all relevant parties.
- Provide a fair and balanced response within 15 working days.

Before a complaint is submitted, please ensure you have contacted the correct department to discuss your concerns.

### YOUR PROPERTY MANAGER

The property manager is responsible for the overall management of your development. They have the knowledge and understanding of all aspects involving your development and can support you with any problems encountered relating to your property.

### CUSTOMER SUPPORT TEAM

Our designated team of customer support advisors can assist with maintenance enquiries and issues at your site. They will progress repair works and liaise directly with contractors to ensure an efficient resolution.

### CUSTOMER ACCOUNTS TEAM

Our customer accounts team have expert knowledge and skills to discuss your service charge account- they can assist with payment plans and discuss your balance and payments.

### RESALES

Our dedicated resales team review and respond to development and property specific enquiries from solicitors and lenders as normally required through the sales and re-mortgaging process of your property.

### Do you have a Building Safety Concern?

For matters relating to Building Safety we have a dedicated Compliance Team who will review your complaint and address accordingly. Please select 'Building Safety - HRB' when completing the web form under Stage One or Stage Two set out below.

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If you would like to speak to us, our contact details are as follows:

Call us on **0345 345 1584**- available Monday to Friday 9am to 5.15pm

[www.trinityestates.com](http://www.trinityestates.com)- contact us page

**Alternatively, you can register a maintenance issue using your online Fixflo account**

**Should you still wish to make a formal complaint you will be required to follow the procedure set out below**

*Please note the complaints process is intended to review the levels of services provided to you as a customer, given the time scales required for review and response it should not be used for urgent issues of repair or maintenance which should be directed to our main office, as set out above*

## **Stage One**

Please complete the online complaints form, accessed via our website, [www.trinityestates.com](http://www.trinityestates.com) or <https://www.trinityestates.com/complaint-form/>

If you do not have access online, a written complaint can be sent via post to our Head Office address for the attention of the Complaints Department;

Complaints Department  
Trinity Estates  
Vantage Point  
23 Mark Road  
Hemel Hempstead  
HP2 7DN

Please ensure you provide as much information so your complaint can be reviewed and investigated in full.

Please also include the names of the staff from our Trinity team you have discussed your complaint with as well as any reference numbers and the reasons as to why you are unhappy with the outcome.

Once your complaint has been submitted, you will receive an automatic response within 3 working days confirming your successful online submission.

A written response from the appropriate department within Trinity will be issued within 15 working days from the date of submission. If a response is expected to exceed 15 working days, you will be notified of the reasons in writing and notified of the new response date.

## Stage Two

If you remain dissatisfied with the response following your Stage One complaint, a second complaint should be submitted using the online complaints form accessed via our website, [www.trinityestates.com](http://www.trinityestates.com) or <https://www.trinityestates.com/complaint-form/>

Please ensure you tick the “second stage” box within the form. Please include your reasons as to why you are dissatisfied with the response you have received and explain the outcome you would like to achieve.

Once your complaint has been submitted, you will receive an automatic response within 3 working days confirming your successful online submission.

Your complaint will then be reviewed by a senior member of the Trinity team and a response will be issued within 15 working days, providing a final viewpoint of the complaint.

If a response is expected to exceed 15 working days, you will be notified in writing and provided with an alternative response date.

## Unsatisfactory outcome

If you remain dissatisfied or have been unable to reach an agreement following the response issued from your stage two complaint, or eight weeks has passed since the complaint, you may seek an independent review by one of the two the appropriate Redress Schemes below, at no charge to you.

**For Building Safety issues in building over 18meters or 7 stories tall** - If you live in a High Risk Building (HRB) being a Building over 18meters in height, or at least 7 stories you can also raise your safety concerns to the HSE who are the national Building Safety Regulator (excluding Wales). For more information on how the Regulator can help please visit their website. The Regulator will deal with safety issues and concerns only or safety communication in these buildings only;

[Contact the Building Safety Regulator - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

**For Redress on all customer service matters** - Trinity are members of The Property Ombudsman’s contact details are as follows:

The Property Ombudsman Ltd  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Tel: 01722 333 306

Website: [www.tpos.co.uk](http://www.tpos.co.uk)  
Email: [admin@tpos.co.uk](mailto: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 all complaints be addressed through this complaints procedure before being submitted for an independent review.