

PUTTING IT RIGHT

homes
triathlon

triathlonhomes.com

We're sorry if we didn't meet the high standards we set ourselves. Complaints help us learn and understand where we've gone wrong.

When you first let us know that something has gone wrong, we'll ask you what you'd like us to do to put things right.

SERVICE REQUEST

We can often resolve service requests, such as a missed appointment, immediately with an apology and by providing another appointment. We may be able to resolve this outside of our complaints process.

If we need to make further enquiries to resolve the matter, or if you ask us to, we'll log it as a complaint.

OUR COMPLAINT RESOLUTION PROCESS STAGE ONE

When a complaint is made, we'll:

- acknowledge your complaint within five working days.
- establish full details of what's happened.
- find out how you'd like us to resolve it. We'll be clear where your desired outcome may be unreasonable or unrealistic, but we'll focus on what we can do.
- aim to respond within 10 working days of acknowledging your complaint (unless we need more time to investigate).

We'll do all we can to resolve your complaint at this stage.

STAGE TWO REVIEW

If you're unhappy with our decision, we'll explore if there's anything further we can do, or you can ask us to review your complaint.

You'll need to request this within 20 working days of the date of our response. It's important you tell us why you remain unhappy along with the outcome.

We'll contact you within 20 working days of your request to escalate to stage two (unless we need more time).

THE HOUSING OMBUDSMAN SERVICE

The review decision will be our final response to your complaint. If you remain dissatisfied with our response you can ask the Housing Ombudsman Service to review your complaint.

You can find Housing Ombudsman Service contact details below, on our website, or at www.housing-ombudsman.org.uk.

🏠 **Housing Ombudsman Service,
PO BOX 1484,
Unit D, Preston,
PR2 0ET**

☎ **0300 111 3000**

✉ **info@housing-ombudsman.org.uk**

You're able to contact the Housing Ombudsman Service during your complaint should you feel it's not being managed appropriately.

For further information on our complaints policy please visit our website:

<http://www.triathlonhomes.com/residents/feedback-and-complaints/>

