

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 Property Manager responsible for your development. Their details are available within the Residents Portal on our website. We would always welcome the opportunity to resolve any issues through discussion to conclude the matter as swiftly and amicably as possible for you.

If you feel that your concerns are not being satisfied, 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 in agreement with the process and timeframes set out below.

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be carried out by the Regional Manager responsible for your development. As part of this investigation, they will speak to any parties involved in the complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- 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 usually be carried out by our Customer Service Manager.
- We will write to you within 15 working days of receiving your request for a review, detailing our final viewpoint on the matter.

If you remain dissatisfied after the last stage of our complaint procedure (or more than 8 weeks has elapsed since the complaint was first made), you can then contact The Property Ombudsman to request an independent review without charge. 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 are addressed through this complaints procedure before being submitted for an independent review.