



Everything you need to know about:
**Complaints, Compliments
and Feedback**

Complaints, compliments and feedback

At Torus, our customers are at the heart of what we do and we are committed to delivering a high-quality service.

We try hard to provide the right services, at the right time and the right place. But we also understand that there are times when you might not be satisfied.

If you're not happy - we want to know about it straight away so that we can resolve things quickly for you. We are here to listen and learn and welcome your feedback, which helps us to develop and improve services for you.

It's important to tell us when things go right or when they go wrong so we can continue to improve our service to you.

How to make a complaint?

The quickest way to resolve an issue is often a phone call to speak to one of our Customer Hub advisors, whenever possible we'll resolve the issue straight away, if we are unable to do this to your satisfaction we'll let you know the next steps to get your issue resolved.



**0800 678 1894 (Monday to Friday, 8am – 8pm,
Saturday 8am – 12noon)**



info@torus.co.uk



Online form – my.torus.co.uk/complaint



**In writing – post to: Torus, FAO: Customer Hub,
Central, 4 Corporation Street, St Helens, WA9 1LD**



Speak to a member of staff

Report online

If you would prefer to contact us online just fill in the online complaints form on the website and we'll be in touch to discuss the complaint and what we'll do.



Visit my.torus.co.uk/feedback or scan the QR code



What happens after I make a complaint?

We want to resolve your issue as quickly as possible and where appropriate we'll work with you to provide a response or to put it right.

If we are unable to resolve your issue straight away, it will go into the following formal two-stage procedure:

Stage One – We'll look to investigate and resolve your issue within 10 working days or less.

Stage Two – If you are not happy with how we have managed your complaint in stage one, you can request an appeal. Your complaint will be escalated for review we'll work towards resolving your issue within the next 20 working days or less.

What if I'm unhappy with the outcome?

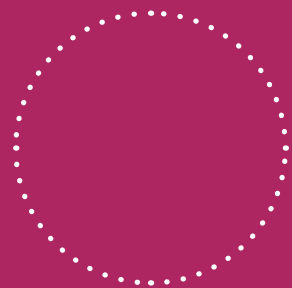
If you've gone through our complaints process and are still unhappy and your complaint is not resolved by us you can also go directly to the Housing Ombudsman, who can assist residents throughout the life of a complaint and not just at the point where you have been through our process to encourage earlier and more effective complaint resolution.

- Post: Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ
- Tel: 0300 111 3000 (Monday to Friday, 9.15am - 17.15pm)
- Fax: 020 7831 1942
- Email: info@housing-ombudsman.org.uk
- gov.uk/housing-association-homes/complaints

Tell us when things have gone well

It's good to hear about when we've delivered excellent service, you've had a positive experience that you want to share or you just want to give us a general comment. Tell us what you think in the same as reporting a complaint, except you can use the compliments form on my.torus.co.uk.

Please include as much information as possible, so it can be passed on to the correct member of the team.



Further information on complaints including Complaints Policy, The Housing Ombudsman and, our self-assessment against the Complaint Handling Code can be found at my.torus.co.uk/feedback or requested by contacting the Customer Hub on 0800 678 1891894 (Monday to Friday, 8am – 8pm, Saturday 8am – 12noon) or emailing info@torus.co.uk