



**Tell us what we are doing well, or if you are not happy with us**



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



We are Torus.

We want to give you a good service.



We want to make sure your home is safe and good to live in.



We want to treat you fairly and with respect.



If you are not happy with our services or with something in your home, tell us quickly so we can fix it.

# What is a complaint?

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A complaint is when you tell us about something that we have done badly, or you are not happy about.



It is OK to make a complaint.



If we make a mistake or something goes wrong, we need to know.



If you tell us what is wrong, we can try to put things right.

# How to make a complaint

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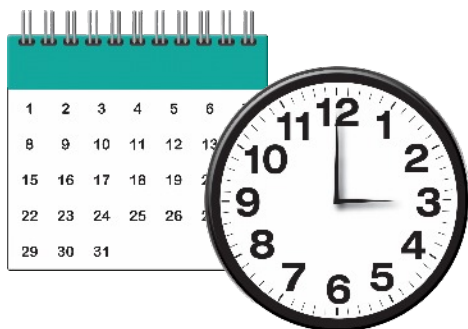


The fast way to sort things out is to phone Torus Customer Hub, customer service team.



We will ask you to:

- tell us about the problem



- the date and time the problem happened



- what you want us to do to make the problem better.



You will need to tell us your name and address.



We will try and fix things straight away.



If we cannot put things right quickly, we will tell you when we can fix things.



Phone: **0800 678 1894**  
Monday to Friday 8am-8pm  
and Saturday 8am-midday



Sometimes phone lines can be busy. Best time to call is early evening or early Saturday morning.



Email:  
[info@torus.co.uk](mailto:info@torus.co.uk)



Post:  
**Torus,**  
**FAO: Customer Hub, Central,**  
**4 Corporation Street,**  
**St Helens, WA9 1LD**



Talk to a member of Torus staff at a Torus Office or if they visit you in your home.



If you would like to contact us online,  
you can fill in the form on the website:  
[my.torus.co.uk/feedback](https://my.torus.co.uk/feedback)



Or scan the QR code



# What happens after you make a complaint?

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We want to sort out your complaint as soon as we can.



We will work with you to put things right.

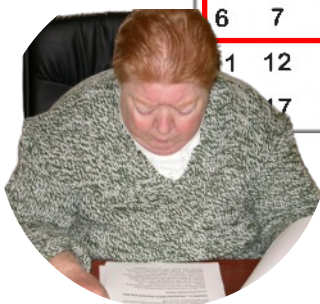


If we cannot put things right straight away, we will:



## Stage 1

Look into your complaint and tell you what we find out. Try to do this in 10 working days or less.





## Stage 2

If you are not happy with what we told you in Stage 1, you can ask us to look at it again.



We will then try and fix things in 20 working days or less.



If you do not believe we have put things right, you can go to The Housing Ombudsman for help:

An ombudsman is like a judge. They help sort our problems between a government organisation and problems you are having with them.



Phone: **0300 111 3000**  
Monday to Friday 9.15am-5.15pm





Email:  
[info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



Post:  
**The Housing Ombudsman Service,  
PO Box 1484,  
Unit D,  
Preston  
PR2 0ET**



Website:  
[www.gov.uk/housing-association-homes/complaints](http://www.gov.uk/housing-association-homes/complaints)

# How to tell us we have done well

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We would like to know when you are happy with us.



We want to treat people well.



We want to fix things that are broken.

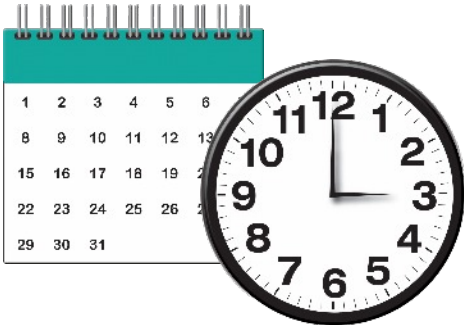


We want our homes to be good and safe.



Tell us:

- what we did well



- the date and time it happened



- the name of the person who helped you.



You can do this by:

Phone: **0800 678 1894**  
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and Saturday 8am-midday



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[my.torus.co.uk/compliments](https://my.torus.co.uk/compliments)



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