



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.

## You can make a complaint or compliment us by:

---

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.



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



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



**Online form at [my.torus.co.uk/complaint](https://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 Torus 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](https://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.

## Unhappy with how we are dealing with your complaint?

If we are unable to resolve your complaint or at any point during the handling of your case you can go directly to The Housing Ombudsman for advice and assistance. They can assist you 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.

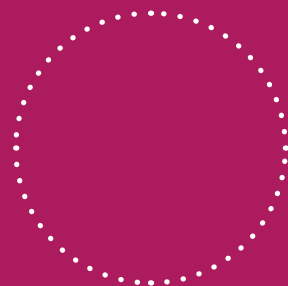
- Post: The Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET
- Tel: 0300 111 3000 (Monday to Friday, 9.15am - 17.15pm)
- Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)
- [gov.uk/housing-association-homes/complaints](http://gov.uk/housing-association-homes/complaints)

## 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](http://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](https://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](mailto:info@torus.co.uk)