

What to do next

If you have some feedback about the standard of service you have received from Trent & Dove and you are not sure how to highlight a problem, or how to make your voice heard...

Your Customer Advocates are here to help

Contact a Customer Advocate today

07767100789



**Trent
& Dove**

Transforming Homes
Lives & Communities



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& Dove**

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Lives & Communities



Find out more

Contact Trent & Dove
01283 528528

enquiries@trentanddove.org

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Trinity Square
Horninglow St
Burton upon Trent
DE14 1BL

Customer Advocates

07767100789

tenantpanel@trentanddove.org



Do you need help with a problem?

We have tenants who are specially trained to represent our customer views



Your Customer Advocates are here to listen and support you

Are you dissatisfied with the service you have received?



Whilst Trent & Dove try to ensure that their service is good for everyone, from time to time they appreciate things can go wrong. If you're not happy, they want to know about it straight away so that they can resolve things quickly for you.

You can contact Trent & Dove on **01283 528528** and they will investigate the matter for you.

If you do not feel comfortable contacting Trent & Dove directly, you can speak to a Customer Advocate who will help guide you through the complaints process.

What is a Customer Advocate?



- We are a group of Trent & Dove tenants who have a real passion in supporting customers voices to be heard
- We have received formal training from Trent & Dove
- Our role is to listen and support a customer that would like to help Trent & Dove improve their service
- We are here to really listen to you and to help you with a process that might feel daunting
- We are independent and impartial
- Anything you say to us will be treated confidentially
- We are registered with the Housing Ombudsman - No: TP0084