

# Customer Complaints Policy

In the unlikely event that you are dissatisfied with any aspect of the service you have received from us, or have specific concerns relating to your home, we would request that you refer to the following procedure.



You may wish to make your complaint in the following ways:



Letter



Email



Telephone

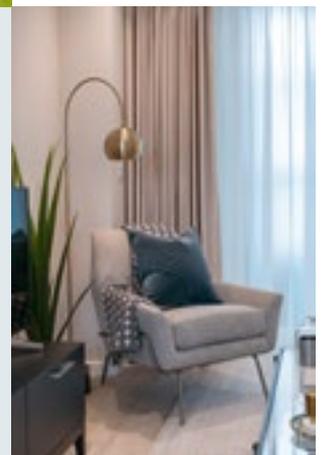


1. Most complaints can be dealt with by contacting our dedicated Customer Service team at the regional office.
2. Where this is not the case and you're not satisfied that the matter has been resolved, then we would request that you escalate your complaint to our Head of Customer Service within the regional office.

3. Lastly, if you remain unsatisfied that the matter has been resolved acceptably we would request that you refer this to the regional office Managing Director for further review.

Please **CLICK HERE** to see a list of all the regional offices and the relevant email addresses.

**When contacting us, please provide us with your full contact details and as much information as possible. This will ensure that we are able to respond to you quickly and fairly.**



# How do we deal with your complaint?

We will acknowledge your complaint within three working days and we will endeavour to respond within 10 working days.

Once your complaint has been acknowledged, we will do our best to:

- Fully investigate, which may necessitate obtaining further information from you
- Keep you advised of progress where relevant
- Do everything we can to resolve the complaint



## What to do if you remain unsatisfied

If you are a homeowner and are not satisfied with our final response to your complaint you may refer the matter to either your warranty provider (in most cases this will be the NHBC), or where appropriate you may refer it to the Consumer Code Independent Dispute Resolution Scheme, [www.consumercodeforhomebuilders.com](http://www.consumercodeforhomebuilders.com). Your legal rights are not affected by this process.