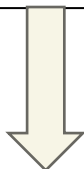


## Complaints process flowchart

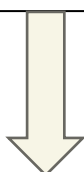
### Step 1 — Customer identifies an issue

→ Customer notices a problem with their home or service.



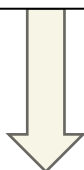
### Step 2 — Customer contacts Treville Properties Company Secretary

→ By phone, email, or in writing, providing plot, development, and details.  
→ **We acknowledge within 5 working days** and assign a named contact.



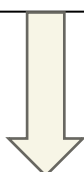
### Step 3 — Investigation by Treville Properties Ltd

→ We review the complaint, arrange inspections if needed, and liaise with contractors and/or **LABC Warranty** where relevant.  
→ **Within 20 working days** we issue a written response with findings and proposed actions.



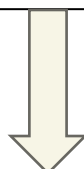
### Step 4 — Actions and remedial works (if agreed)

→ We carry out agreed works within the stated timescales.  
→ If you are satisfied, the complaint is closed.



### Step 5 — Escalation to senior management

→ If you are not satisfied, you request escalation.  
→ Senior manager reviews and issues a **Final Response Letter** (no later than 8 weeks from initial complaint).



### Step 6A — Independent Dispute Resolution (Consumer Code)

→ If still dissatisfied, or if 8 weeks have passed without resolution, you may refer the complaint to the Consumer Code Independent Dispute Resolution Scheme.

### Step 6B — LABC Warranty route (where applicable)

→ For issues that fall under your LABC Warranty cover (especially after the builder warranty period), you may contact LABC Warranty directly in line with your policy.



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