



Complaints Procedure Policy

For Treville Properties Ltd,

In accordance with the Consumer Code for Home Builders and LABC Warranty

1. Purpose of This Policy

This policy sets out how customers can raise a complaint with **Treville Properties Ltd**, how we will respond, and the steps available if the matter cannot be resolved directly with us.

We are registered with the **Consumer Code for Home Builders** and provide homes covered by **LABC Warranty**. We are committed to a fair, transparent, and timely complaints process that meets the requirements of both.

2. What Is a Complaint?

A complaint is any expression of dissatisfaction about:

- **Quality:** The standard or condition of your new home
- **Service:** The information, support, or communication you received before, during, or after purchase
- **Handling:** How we have dealt with a previous issue, snagging list, or warranty matter

Complaints may be made by email, phone, or in writing.

3. How to Raise a Complaint With Us

Step 1 – Initial Contact

Please contact our Company Secretary, Samatha Culen:

- **Email:** info@trevillepropertiesltd.com
- **Phone:** 01663 742555
please note this number is sometimes unmanned, if there is no answer please leave a voice message with your name, which plot and development you are calling in relation to, along with your contact number. We will endeavour to call you back on the same day or at least within one working day of leaving the message.
- **Address:** c/o Taxal Edge, 184 Macclesfield Road, Whaley Bridge, High Peak, SK23 7DR

Provide as much detail as possible, including your plot number, development name, and any supporting information.

OFFICE:

Taxal Edge
184 Macclesfield Road
Whaley Bridge
High Peak
SK23 7DR
01663 742555
info@trevillepropertiesltd.com
www.trevillepropertiesltd.com

REGISTERED OFFICE:

La Grange
Chipshop
Tavistock
Devon
PL19 8NT

Company No:

055 466 47

Vat No:

892 4262 05

Director:

T.B.Cullen

Company Secretary:

S.J.Cullen

Our Response:

We will:

- Acknowledge your complaint **within 5 working days**
- Provide a named contact responsible for managing your case

4. Investigation and Resolution

Step 2 — Formal Investigation

Within **20 working days** of acknowledging your complaint, we will:

- Investigate the issues raised
- Provide a written response outlining our findings
- Explain any actions we will take and the expected timescales

If we need more time (for example, to obtain specialist reports or coordinate with **LABC Warranty**), we will inform you and provide a revised timeframe.

5. Final Company Response

Step 3 — Escalation and final position

If you remain dissatisfied after our written response, you may request that your complaint is escalated to another senior manager.

We will then:

- Review your complaint and our previous response
- Consider any additional information you provide
- Issue a Final Response Letter within 8 weeks of your initial complaint

The Final Response Letter will confirm:

- Our final position
- Any remedies or actions we will take
- Whether we consider the complaint closed
- Your right to refer the matter to:
 - The Consumer Code Independent Dispute Resolution Scheme, and/or
 - **LABC Warranty**, where the issue relates to a defect covered by your warranty policy

6. LABC Warranty and defects

Your home is covered by an **LABC Warranty** policy, which provides protection for certain defects and structural issues, subject to the terms and conditions of your policy.

- **First 2 years (builder responsibility):**
During the initial builder warranty period, you should report defects to Treville Properties Ltd in the first instance. We will investigate and, where appropriate, arrange remedial works.
- **After the builder warranty period:**
For issues that arise after the builder warranty period, or where they

fall within the structural cover period, you may be able to make a claim directly to **LABC Warranty**, in line with your policy documents.

If you are unsure whether an issue is covered by your LABC Warranty, you can:

- Check your **LABC Warranty policy booklet and certificate**
- Contact **LABC Warranty** directly for guidance
- Ask us to clarify whether we believe the matter is a builder responsibility or a warranty matter

7. Independent Dispute Resolution (IDR) under the Consumer Code

If you are not satisfied with our Final Response, or if **8 weeks** have passed since you first raised your complaint and it remains unresolved, you may refer your complaint to the **Consumer Code for Home Builders Independent Dispute Resolution Scheme**.

How IDR works:

- The scheme is run by an **independent adjudicator**
- It is **free of charge** for home buyers
- You can submit your case **online or by post**
- The adjudicator will review evidence from both you and us
- A written decision is usually issued within **6–8 weeks**

Possible outcomes

The adjudicator may require us to:

- Take specific corrective action
- Pay an award (up to the Code's financial limits)
- Provide an apology or explanation

The decision is **binding on us** if you accept it, but **not binding on you**—you may choose whether to accept the decision.

Full details, eligibility criteria, and application forms are available on the **Consumer Code for Home Builders** website.

8. Record keeping

We keep full records of:

- Complaints received
- Investigations and inspections
- Correspondence and decisions
- Actions taken and timescales

for a minimum of **three years**. These records help us monitor performance, demonstrate compliance with the Consumer Code and LABC Warranty requirements, and improve our service.

9. Commitment to continuous improvement

We treat complaints as an opportunity to:

- Identify recurring issues
- Improve build quality and aftercare
- Enhance our communication and customer journey



We regularly review complaint trends and outcomes at management level to drive continuous improvement.

*Using the complaints procedure or The Independent Dispute Resolution Scheme does not affect the Buyers normal legal rights.

**A dispute may be brought to the Independent Dispute Resolution Scheme after 56 calendar days have passed since the buyers first raised the complaint with you but no later than 12 months after our final response.