

## **Customer Complaints Procedure**

We're committed to delivering the highest standard of design, construction and service to every customer, and you can feel secure in the knowledge that all our new homes come with our 2 year defects resolution and a 10-year insurance-backed warranty.

We aim to acknowledge complaints within 24 hours, except for weekends and bank holidays, where we'll acknowledge your concerns on the next working day; Within 10 days, we'll set out our proposed path to resolution and will aim to resolve your concerns within 30 days;

If we're unable to reach a resolution within 30 days, we'll write to you with our assessment, provide an update and let you know what the next steps are. We aim to fully resolve the complaint within 8 weeks, and on the odd occasion where issues may take longer to resolve, such as a supply chain issue, we'll provide you with regular updates, not exceeding 28 day intervals.

Once your complaint has been resolved, we will send a formal close out letter.

### **Point of Contact:**

You will have the direct contact number for our company directors, these will be your initial point of call for any issues you may have with your home, though we hope there will be none, problems can occur and we will do our very best to resolve them in house.

### **Independent Resolution**

If we're still unable to resolve issues to your satisfaction, you can refer your complaint to your home warranty provider.

You can also

refer the issue to the Consumer Code for Home Builders – details available at [www.consumercode.co.uk](http://www.consumercode.co.uk).

We hope you won't need this complaints procedure, but if you do, we're committed to resolving any issues and helping you