



ALBEMARLE

HOMES

Formal Complaints Procedure

Customer Commitment

Albemarle Homes is a home builder of distinction, we include a high specification in all of our homes as standard and put the needs of our home owners at the very heart of what we do. Our relationship with customers doesn't just end with the handing over of the keys, we're here for you as long as you need us.

If you want to tell us about a concern you have with your new home, of which we are not yet aware, please contact our on-site Customer care adviser on 01302 430920 or email Aftercare@albemarlehomes.co.uk

If you are able to resolve the issue with customer care and are happy with the outcome, then you do not need to use our formal complaints process. If, however, you are not satisfied that the issue has been resolved, you may wish to make a formal complaint. You can do this by using our formal complaints process, which is set out below.

Formal Complaint

If you have a complaint that we have:

- Failed to do something we should have done, or
- Done it inadequately, or
- Treated you unfairly or discourteously, or
- Not resolved or suitably progressed an issue in a timely manner (where possible, within 20 working days).

Then please raise it with us and allow us the opportunity to put it right.

We have robust processes in place, to ensure that your complaint is investigated in full and that we provide an acceptable outcome.

Head of Sales

Please raise your complaint with the Head of Sales. Details are Charlotte Kirk, 01302 599234 or email ckirk@albemarlehomes.co.uk

Managing Director

We hope that all formal complaints can be addressed by our Head of Sales, however, if you feel your concerns have not been resolved to your satisfaction, you can refer your complaint to the Managing Director. Details are Darryl Barker, 01302 599234 or email dbarker@albemarlehomes.co.uk

This response will explain the Company's final position in relation to the matters raised.

Keeping you updated on the progress of your complaint

- We will acknowledge all complaints within 5 calendar days of the complaint initiation date*.
- We will investigate your concerns and send a response which details our proposed pathway to resolution within 10 calendar days of the complaint initiation date*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.
- We will send a full complaint assessment response by no later than 30 calendar days. If the complaint has been resolved, this will confirm what steps were taken. In the event that the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution.
- Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.
- In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date*, we will send a further response to provide information on what has caused the delay, what are the next steps and the anticipated date for resolution. We will also keep you updated no less than every 30 days until the matter is resolved.
- We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to any dispute resolution service offered by your warranty provider, or the New Homes Ombudsman Service.
- It is within the New Homes Ombudsman Service' discretion to decide when or if to accept a complaint, in accordance with the scheme rules. The New Homes Ombudsman Service can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant.

**The complaints initiation date (CID) is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).*

If you are not happy with how we have dealt with your complaint

If you are unhappy with how we have dealt with your complaint, you may be able to refer it for independent review.

Referrals can only be made after 56 calendar days have passed since first raising it with us and no later than 12 months after our final response.

Where you direct your complaint depends on when you reserved your home.

If you reserved your home before 1st November 2022, you will be covered by the Consumer Code for Home Builders:

Under the Consumer Code for Home Builders (www.consumercode.co.uk), if you are unhappy with how we have dealt with your complaint, you may refer the matter to your Home Warranty Provider in the first instance which is NHBC.

If appropriate, they might refer you to the Consumer Code for Home Builders who run an Independent Dispute Resolution Scheme (IDRS). The IDRS will follow an adjudication process. This is entirely independent and will consider the evidence provided by the customer and the house builder to reach a decision.

If you reserved your home on or after 1st November 2022 then you will be covered by the New Homes Quality Code:

Under the New Homes Quality Code, if you are unhappy with how we have dealt with your complaint, you may refer the matter to the New Homes Ombudsman Service (NHOS) (www.nhos.org.uk). The NHOS, whose decisions will be entirely independent, will consider the evidence provided by the customer and the house builder to reach an adjudication.

Using our formal complaints process, the Independent Dispute Resolution Scheme or New Homes Ombudsman Service does not affect your normal legal rights.