



Complaints Procedure

We endeavour to provide all our customers with a high standard of service and a quality new home. If you are unhappy with our service or the standard of your new home please contact your Sales Representative or our Customer Service Department as appropriate.

If you are not satisfied with our response and wish to make a complaint, please write to the Managing Director at our Regional Office, whose address you will find in your Masterfile or sales literature. We will acknowledge your complaint within 3 working days of receipt and notify you of our response within 15 working days, or if longer, the reason for the delay and the timeframe in which we can respond.

In the unlikely event that you remain dissatisfied with our response, you may refer your complaint to the Regional Chairman at our Regional Office. Your complaint will be acknowledged within 3 working days of receipt and we will respond to you within 20 working days, or if longer, the timeframe in which we can respond and the reason for the delay.

If after exhausting our complaints procedure you still remain dissatisfied, then you may refer your complaint for independent resolution under the Consumer Code for Homebuilders. You should contact your home warranty provider and obtain an application form from them. The use of the Consumer Code independent resolution scheme does not affect your normal legal rights

A copy of the Consumer Code for Homebuilders and further information is available at www.consumercodeforhomebuilders.com.

Jeff Fairburn
Group Chief Executive
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