

Customer Complaints Procedure

The Persimmon Group builds more than 16,000 new homes every year - quality places for people to live, work and relax. We are 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 two-year Persimmon warranty, plus a 10-year insurance-backed warranty. We are pleased that the overwhelming majority of our customers are delighted with their new homes, and over 90% would recommend Persimmon to a friend.

However, despite the care we take, we know that sometimes things can go wrong. When they do, we take complaints very seriously and will do everything we can to resolve issues quickly. We have a Customer Complaints Procedure in place to ensure concerns can be addressed efficiently:

- We aim to acknowledge complaints within 2 days, save for weekends and Bank Holidays, where we will acknowledge your concerns on the next working day;
- Within 10 days we will set out our proposed path to resolution, letting you know how we intend to put right any issues for which we are responsible;
- We aim to fully resolve the complaint within 8 weeks, and on the odd occasion where issues may take longer to resolve, for instance, as a result of supply chain difficulties, we will provide you with regular updates.

It's important the people dealing with our customer's complaints are those best placed to do so efficiently. Set out below is the complaints escalation process so you know who this is likely to be:

First - your local team

Our local teams are best placed to help you should you have any concerns related to our service or your home. Please contact your customer team, who will ensure the appropriate head of department investigates the issue.

Further support - local Managing Director

If you're not satisfied with the initial response, please send a letter of complaint to the head of the regional business where your home is located. Their details can be found in your Masterfile or online at www.persimmonhomes.com/contact

Concerns remain – Senior Director

In the unlikely event you remain dissatisfied, your concerns will be reviewed by a senior director (likely the Regional Managing Director), who will provide the company's final response. Please let the local managing director know, and they will forward your concerns to the appropriate person.

Please note: if a new complaint is received, it will always be referred to the local team in the first instance as they are best placed to deal with any concerns.

We hope you never need to refer to this Complaints Procedure but be assured that if you do, every member of our team will continue to work tirelessly to make your new property into the home of your dreams.