



## Customer Complaints Procedure

We aim to provide the highest standard of finish in your new home and in customer service.

If you have not yet moved into your new home then please refer any concerns to your Sales Executive who will do what they can to assist.

We hope your new home delivers the standard of finish you and we expect however if there are any issues please report these to our Customer Service Team as advised at handover, who will let you know how and when these items will be addressed.

In the unlikely event that we are unable to address the issues to your satisfaction you may then direct your complaint to our Head Office using our Complaints Procedure.

### Step 1: If you have a complaint

If you have a complaint, then in the first instance you should contact the Customer Service team in writing (by email or letter) at our Head Office.

Karen Marques, Customer Care Co-ordinator

[karen.m@turnberryhomes.co.uk](mailto:karen.m@turnberryhomes.co.uk)

We will need you to provide:

- Your name and address
- Details of how we can contact you
- A clear description of your complaint
- Details of what you would like us to do to resolve the situation

All complaints will be acknowledged within **4 days**. **Within 10 days** of receipt, our team will either reply fully or advise you of the steps they are taking and give a date by which they will be able to respond in full.

**Within 28 days** a complaint assessment and full response will be provided (except where a repair remains ongoing or revised timescales have been agreed).

We aim to resolve all complaints at step 1. However, we acknowledge that this may not always be possible.

We kindly request that if you remain unsatisfied with the outcome, that you inform us within 5 days so that we can escalate your complaint.

## Step 2: What if I am not satisfied?

If you are still not satisfied then you should ask for your complaint to be referred to the Sales or Production Director depending on whether the complaint relates to a matter pre-completion or post-completion.

They will acknowledge all complaints within **4 days** of escalation. **Within 14 days** of escalation, they will either reply fully or advise you of the steps they are taking and give a date by which they will be able to respond in full.

## Step 3: What happens if the Director cannot resolve the matter?

If the Sales or Production Director is unable to resolve matters to your satisfaction, then you can escalate this further to the Managing Director.

They will review your complaint and determine the best course of action, acknowledging the complaint escalation **within 4 days** and responding in full **within 10 days** of escalation.

## What happens if we are unable to resolve your complaint through these 3 steps?

We will always do our best to deal with our customers in a fair and responsible manner. If, however, after going through the steps outlined above, you are still unhappy with our response, you may wish to refer your complaint to NHBC as warranty providers, or the Consumer Code who offer resolution services in relation to the sale and marketing of new homes.



Raising Standards. Protecting Homeowners