



## CHARLES CHURCH

### Customer Complaints Procedure

The Persimmon Group builds more than 16,000 new homes every year – quality places for people to live, work and relax. Our mission is to be the best housebuilder in Britain and we are committed to delivering the highest standard of design, construction and service to every customer. You can feel secure in the knowledge that all our new homes come with our two-year Charles Church warranty, plus a 10-year insurance-backed warranty. We are pleased that the overwhelming majority of buyers are delighted with their new homes.

However, there are some occasions where we do not live up to expectations and – if this happens – we pledge to do everything possible to resolve issues quickly. We have a clear Customer Complaints Procedure in place to ensure concerns can be addressed efficiently:

**1. Sales Representative or Customer Service**

**Department** – your first point of contact to raise any issues about the service you have received or the standard of your new home

**2. Regional Managing Director** – if you are 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.charleschurch.com/contact](http://www.charleschurch.com/contact)

- We will acknowledge your complaint within 3 working days of receipt and give you a formal response within 15 working days
- If, for any reason, we are not able to fully address the issues within that time, you will be kept informed of the reasons for any delay and given a realistic timeframe

**3. Regional Chairman** – in the unlikely event you remain dissatisfied, you may escalate

your complaint to the Regional Office

- We will acknowledge your complaint within 3 working days of receipt and give you a formal response within 20 working days
- Again, if we are not able to fully address the issues within that period, you will be kept informed of the reasons for any delay and given a realistic timeframe

**4. Independent Resolution** – if we are still unable to resolve issues to your satisfaction, you can refer your complaint to your Home Warranty provider who will guide you through the procedure available to you under the Consumer Code for Housebuilders

- The use of the Consumer Code independent resolution does not affect your normal legal rights. A copy of the Code and further information is available at

[www.consumercode.co.uk/home-buyers](http://www.consumercode.co.uk/home-buyers)

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.