

# Customer complaints procedure

The Charles Church Group builds thousands of new homes every year - quality places for people to live, work and relax.

We're 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 Charles Church warranty, plus a 10-year insurance-backed warranty. We're pleased that the overwhelming majority of buyers are delighted with their new homes.

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 24 hours, except for weekends and bank holidays, where we'll acknowledge your concerns on the next working day;
- ✔ Within 10 days, we'll set out our proposed path to resolution and will aim to resolve your concerns within 30 days;
- ✔ If we're unable to reach a resolution within 30 days, we'll write to you with our assessment, provide an update and let you know what the next steps are.
- ✔ We aim to fully resolve the complaint within 8 weeks, and on the odd occasion where issues may take longer to resolve, such as a supply chain issue, we'll provide you with regular updates.
- ✔ Once your complaint has been resolved, we will send a formal close out letter.

## First contact – your local team

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

## Further support – local managing director

If you're not satisfied with the initial response, please let your local team know that you wish to escalate your concerns. If you'd prefer to write directly to the local managing director, their details can be found online at [www.CharlesChurchhomes.com/contact](http://www.CharlesChurchhomes.com/contact)

## Concerns remain – independent director

In the unlikely event you're still dissatisfied, your concerns will be reviewed by a senior independent director who'll 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're best placed to deal with any concerns.

## Independent resolution

If we're still unable to resolve issues to your satisfaction, you can refer your complaint to your home warranty provider. Alternatively, if your reservation is covered by the New Homes Quality Code you can refer the issue to the New Homes Ombudsman Service – details available at [www.nhos.org.uk](http://www.nhos.org.uk).

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.

## Dean Finch

Group CEO, Charles Church

“Our customer complaints procedure ensures concerns can be addressed efficiently.”



CHARLES CHURCH