



COMPLAINTS POLICY

After Build has created a structure that supports ease and convenience for all the parties concerned.





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As an industry, housebuilders have not had a good press when it comes to managing complaints.

All businesses receive complaints from time-to-time. What's important is how they are managed. The Quality Code is very specific about this and has set out quite an extensive process that you're expected to adopt. We realise how consuming this might be so we have produced a package of template letters that support each of the key stages as follows:

a) Written Acknowledgment

No later than 5 calendar days from the first business day after the Complaint is received (the Complaint Initiation Date), the Developer will send a written acknowledgment of the Complaint to a Customer).

b) Path to Resolution Letter

No later than 10 calendar days from the Complaint Initiation Date, the Developer will provide, a written Path to Resolution which outlines to a Customer how the Developer will investigate the Complaint. This will include notifying a Customer if the Complaint may be subject to a resolution service.

c) Complaint Assessment and Response Letter

No later than 30 calendar days from the Complaint Initiation Date, a Customer will be sent a Complaint Assessment and Response Letter from the Developer. The Complaint Assessment and Response letter must include the following information:

- i. each Complaint is to be separately identified and reported upon.
- ii. where a Complaint has been resolved, what action

has been taken to do so.

iii. if not resolved but further time is needed to look into the matter, the estimated time within which a decision will be reached together with a brief explanation as what further steps are required and why.

iv. if not resolved but remediation work is accepted, what that work will be and an estimated time within which required work will be completed.

v. where further investigations or remediation has been set out in the letter, when the next update will be provided, which must not be more than 28 calendar days.

vi. where a Complaint is not accepted, that is to be set out clearly with a clear explanation for the decision.

vii. information about any recommended engagement with any applicable resolution service.

viii. information about how to refer matters to a New Homes Ombudsman Service.

d) Eight week (56 day) Letter

Where the complaint is not closed and no later than 56 calendar days from the Complaint Initiation Date, a Customer will be sent an Eight Week Letter from the Developer. Should you wish, we will make this available to you to use as required. We won't manage the process for you, unless the complaint specifically concerns After Build in which case, we will manage the process and keep you informed. As long as reported problems are responded to promptly and resolved within 30 days as stipulated by the Quality Code, complaints should be very few and far between.