



Complaints Handling Procedure

We put the same high standards of care into looking after our customers as we do into building our homes. However, we do appreciate that sometimes things can go wrong and we take complaints very seriously. We are a Registered Developer with the New Homes Quality Board (www.nhqb.org.uk) and comply with the New Homes Quality Code.

If you do have a complaint, we ask you to let us know so that we may have the opportunity to resolve the issue for you and learn from it.

Reporting an issue:

Although we hope you will not have any problems after you move into your new home, our commitment continues after your sale has been completed.

If you have a complaint that we have:

- Failed to do something we should have done
- Done something badly
- Treated you unfairly or discourteously

Then please do contact us and allow us the opportunity to put it right.

Informal complaints:

If you are able to resolve any issue informally with our office and are happy with the outcome, then you need not use our formal complaints procedures. If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

Formal complaints process:

We have a robust process to ensure that your complaint is properly investigated and followed up:

- Please raise your complaint in writing, to Customer Care, This Land, Compass House, Vision Park, Histon, Cambridge CB24 9AD.
- We will acknowledge all complaints in writing within 5 calendar days of the complaint initiation date*.
- We will investigate your concerns and send a response which details our proposed pathway to resolution within 10 calendar days of the complaint initiation date*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.
- We will send a full complaint assessment response by no later than 30 calendar days. If the complaint has been resolved, this will confirm what steps were taken. In the event that the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution.
- Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.

- In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date*, we will send a further response to provide information on what has caused the delay, a clear summary of what action has been taken to date, what are the next steps and the anticipated date for resolution. We will also keep you updated no less than every 28 days until the matter is resolved.
 - The closure letter will include the following.
 - A list of the items agreed in the complaint assessment and response letter and confirmation that each item has been resolved.
 - Information about how to refer matters to the New Homes Ombudsman Service if you are not satisfied.
- We hope that all formal complaints can be addressed by our Customer Care team. However, if you feel your concerns have not been resolved to your satisfaction, you can refer your complaint in writing to the CEO, This Land, Compass House, Vision Park, Histon, Cambridge CB24 9AD.
- We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to any dispute resolution service offered by your warranty provider, or the New Homes Ombudsman Service.
- It is within the New Homes Ombudsman Service' discretion to decide when or if to accept a complaint, in accordance with the scheme rules. The New Homes Ombudsman Service can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant.

**The complaints initiation date (CID) is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).*