

# FORMAL COMPLAINTS PROCEDURE



We are proud of the homes we build and the service we provide but understand that occasionally you may not be satisfied with either our product or service. Telling us you are unhappy is our opportunity to investigate and where necessary learn from any mistakes so that we can continually improve.

## **Our promise to you**

We will use our reasonable endeavours to:

- Acknowledge your complaint promptly
- Investigate your complaint at the earliest opportunity
- Communicate our decisions clearly and fairly and let you know what you can do if you are still unhappy
- Act in good faith and cooperate with you to provide a response to your complaint
- Learn from our mistakes and improve the products and services we offer
- Comply with the requirements of the Consumer Code for Home Builders and NHBC Standards

For us to deal with your complaint in an effective and efficient manner, we will also need you to act in good faith and cooperate with us and need your understanding if there are delays outside our control.

You can make a complaint, or escalate your complaint to Stage 2 or Stage 3, by writing to us at:

Davidsons Homes  
Customer Service - Complaints  
Rickyard Barn  
Blisworth Hill Farm  
Stoke Road  
Blisworth  
Northamptonshire  
NN7 3DB  
or by email to [southmidlandscorplaints@davidsonsgroup.co.uk](mailto:southmidlandscorplaints@davidsonsgroup.co.uk)

Complaints raised via these methods will be recorded and monitored so please use this process to let us know if you are unhappy. All complaints must follow the formal procedure set out in this document, in the order stated.

Please note that we cannot accept complaints raised using any other method, for example, on social media, website reviews or equivalent, which will be referred to this procedure.

## **How our internal resolution process works**

### Stage 1

All complaints are initially referred to the Manager responsible and will be acknowledged within 24 hours during normal working hours (9.00am to 5.30pm Monday to Friday, excluding Bank Holidays and Christmas/New Year Company closure).

When we have reviewed the nature of the complaint we will give you a timescale for a response, normally within 10 working days, at which time you may be requested to provide further information and evidence.

On occasions it may be necessary to arrange a visit to further consider your complaint, in which case we will contact you within 10 working days to arrange a suitable appointment with you. We ask that you act in good faith and cooperate with us to agree an appointment time and access to your home where necessary.

We will provide a response within 10 working days of a visit taking place and will outline a resolution plan. We will use our reasonable endeavours to complete any works that may be agreed within 28 days, but this may take longer so we need your cooperation and understanding if there are delays outside our control eg obtaining replacement parts or specialist reports.

We take all complaints very seriously and hope that it will be possible to put a resolution plan in place at Stage 1. If you do not feel that your complaint has been resolved to your satisfaction or within the stated timescale (including the timescale of the resolution plan) you may escalate your complaint to Stage 2.

### Stage 2

If escalated to Stage 2 your complaint will be acknowledged within 24 hours during normal working hours (9.00am to 5.30pm Monday to Friday, excluding Bank Holidays and Christmas/New Year Company closure) and you will be given the name of the Director/Head of Department who will follow up your complaint.

The Director/Head of Department will review your complaint and will aim to respond within 10 working days of the acknowledgement of your Stage 2 complaint. Should further time be required, for example due to annual leave or sickness, you will be advised accordingly.

We very much hope that it will be possible for the Director/Head of Department to resolve the problem within the stated timescale or agree a satisfactory resolution plan with you. If this is not the case within the stated timescale, you may escalate your complaint to Stage 3.

### Stage 3

If escalated to Stage 3 your complaint will be acknowledged within 24 hours during normal working hours (9.00am to 5.30pm Monday to Friday, excluding Bank Holidays and Christmas/New Year Company closure). At this stage, your Complaint will be referred to the Managing Director (South Midlands).

The Managing Director (South Midlands) will review your complaint and will aim to respond within 10 working days of the acknowledgement of your Stage 3 complaint and will provide Davidsons Homes' final position on the matters raised. Should further time be required, for example due to annual leave or sickness, you will be advised accordingly.

### **Independent Dispute Resolution**

We hope that this will not be necessary but if, having progressed through Stages 1 to 3, you are not satisfied with our decision you can refer the matter to the following independent bodies:

#### NHBC

For details of the NHBC Claims and Resolution Service please see the following link:

<https://www.nhbc.co.uk/homeowners/homeowner-guidance-documents>

#### Consumer Code for Home Builders

For details of the Consumer Code Adjudication Service please see the following link:

<https://consumercode.co.uk/home-builders/how-are-complaints-dealt-with/>