

Customer Complaint Process

Raising a Complaint

1. Keepmoat's commitment to you

Keepmoat Homes are committed to providing you with a quality new home and an enjoyable, stress-free purchase experience.

We recognise that occasionally things can go wrong, and whilst we always endeavour to address any issues quickly and to your satisfaction, we understand that there may be times when you feel you want to take your concerns further.

We do take complaints very seriously; we aim to deal with all our complaints fairly, within a reasonable timeframe and where appropriate, with a full and impartial investigation.



2. Informal Process

In the first instance, should you have any concerns prior to occupation, you should speak to your Home Sales Executive who will address any queries you may have.

If your concerns are after you have moved into your home, you can contact the Customer Care Team, who will be happy to help you. We endeavour to make sure our customers are happy with the service we are providing and if not, we ask for the opportunity to make this right for you.

In the unlikely event that we are unable to resolve your initial concerns through this informal stage, you do have the option to make a formal complaint. We have a step-by-step complaints process which ensures that our customers are dealt with by the right people at the most appropriate time.

3. Formal Process

3.1 When to make a formal complaint

- ▶ If we have failed to do what we said we would do
- ▶ If we have failed to carry out a repair within 30 calendar days
- ▶ If you believe we have discriminated against you
- ▶ If you are unhappy with how one of our employees has dealt with you
- ▶ If you are dissatisfied with any aspect of our service or product

3.2 How to make a formal complaint

If you wish to make a formal complaint, you may raise it verbally or in writing where possible, about anything relating to your new home purchase or reservation process you should follow these simple stages:

Stage 1 - Raise your complaint with the Keepmoat Customer Care Team who will log, review, acknowledge and pass your complaint to the relevant person who will investigate your complaint and respond. The complaints initiation date (CID) is the first working day after a complaint is received*. You should expect an acknowledgment in writing within 5 calendar days of your CID.

**The CID is the first working day after a complaint is received. 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).*

Stage 2 – We will investigate your complaint and write to you with a Path to Resolution within 10 calendar days of your CID. This is an update of our investigation into your complaint so far and sets out the proposed next steps along with anticipated timescales.

Stage 3 – Within 30 calendar days of your CID we will write to you again with a Complaint Assessment and Response Letter (CARL). This is the full response to your complaint. 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.

Stage 4 – If further work is required as detailed in your CARL, we will update you within 28 days of the CARL.

Stage 5 – If your complaint is not closed within 56 days from the CID, we will write to you with an Eight Week Letter advising on further work or suggest a possible outcome.

Stage 6 – If the matter remains unclosed after the Eight Week letter, we will continue to update you every 28 days until your complaint is closed.

Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.

4. What if you remain unhappy

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 (“NHOS”). If you chose to refer your complaint to them, your legal rights will not be affected.

It is within the NHOS’ discretion to decide when or if to accept a complaint, in accordance with the scheme rules. The NHOS can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to your New Home Warranty Provider if relevant.

New Home Warranty Provider contact details:

NHBC tel: 0344 633 1000

LABC tel: 020 8616 8120

New Homes Ombudsman Service contact details

Email: customer.services@nhos.org.uk

Telephone: 0330 808 4286 (9.00am to 5pm Monday to Friday)

Post: West Wing, First Floor, Maylands Building, 200 Maylands Avenue, Hemel Hempstead, HP2 7TG

Website:

https://www.nhos.org.uk/?campaignid=18661277893&adgroupid=144356459484&adid=629662269292&gclid=EAlalQobChMI7Z2rsdzE_AIV_P3VCh3h6wLaEAAYASAAEgIDIPD_BwE