

## CUSTOMER CARE COMPLAINTS PROCEDURE

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We are dedicated to making sure your move goes as smoothly as possible. To this end, we have in place a support system designed to assist you.

By the time keys are ready to be handed over to you, your property has been subjected to stringent tests and checks to assure it meets the required warranty provider, building control & show home presentation standard; however sometimes things can go wrong but we are committed to resolving any issues or concerns in a professional and timely manner.

Should you discover anything that you are unhappy with or believe we have not provided the service we aim to deliver, we have a complaint procedure which is detailed below.

### **IF YOU HAVE A COMPLAINT**

In the first instance, you should contact your dedicated Customer Care Coordinator using the information provided on your welcome email upon completion.

They will acknowledge your complaint and aim to respond within 5 working days.

### **IF YOU ARE NOT HAPPY WITH THE RESPONSE**

If you remain unsatisfied with the response, you should request that your complaint is escalated to the Customer Care Manager. Contact details will be provided to you at such time to submit your complaint in writing.

The Customer Care Manager will acknowledge your complaint and aim to either respond in full within 7 working days or provide a detailed guide/update as to the steps that are being taken to resolve the matter.

### **MAKING A FORMAL COMPLAINT**

Should the Customer Care Manager be unable to satisfy your complaint, you will be requested to make a formal complaint in writing where your case will be presented to a P J Livesey Director for consideration.

All responses/resolutions will be sent via the Customer Care Manager within 28 working days.

P J Livesey are committed to working with our clients to resolve their issues in line with the warranty provider, Consumer Code for New Homes as well as our own P J Livesey Show Home standards. If you are still unhappy with the company's response, we will recommend you pursue the matter with your Home Warranty Provider under their claims and resolution service.

You can also contact the Consumer Codes Arbitration Service, details of which can be found here:

**[www.consumercode.co.uk/home-buyers/what-is-the-code-and-why-is-it-important-to-me](http://www.consumercode.co.uk/home-buyers/what-is-the-code-and-why-is-it-important-to-me)**