



Owl Homes Complaints Procedure

Our promise to you

Owl Homes is committed to providing homes and service to the highest standard. We work hard to resolve our customers' issues, but we know that sometimes things can go wrong.

If you have a concern or are dissatisfied in any way, we'll do our best to resolve your issue in a fair and transparent way. We will investigate all complaints competently, diligently and impartially. Every complaint will be assessed fairly, consistently, and promptly, considering all relevant factors to ensure a fair outcome.

What to do if things go wrong?

We make every effort to get things right, so you do not have any complaints. If you have a complaint, please contact us so we can make things right as quickly as possible.

What you will need to provide

- Your name and address
- Details of how we can contact you
- A clear description of your complaint
- Details of what you'd like us to do to resolve the situation



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Get in touch with your local team

If you have already moved into your new Owl home and are unhappy with any aspect of your experience, please contact your **local Customer Care team**. They are best placed to support you and investigate any issues once you have settled into your home.

You can contact them here:

Email: customercare@owlhomes.co.uk

Phone: 01827 3'7791

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What if you're not satisfied?

If you are still not satisfied then you should ask for your complaint to be referred to, or directly contact, the regional Construction Director depending on whether the complaint relates to a matter pre-completion or post-completion.

They will acknowledge all complaints **within 4 working days** of escalation. **Within 14 working days** of escalation, they will either reply fully or advise you of the steps they are taking and give you a date by which they will be able to respond in full.

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What happens if the director cannot resolve your issue?

If the regional Construction Director are unable to resolve matters to your satisfaction, then you should escalate this further to the MD (based at the regional office that you have been dealing with).

They will review your complaint and determine the best course of action, acknowledging the complaint escalation within **4 working days** and responding in full within **10 working days** of escalation.

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What happens if we are unable to resolve your complaint through these 3 steps?

We will always do our best to deal with our customers in a fair and responsible manner. If, however, after going through the steps outlined above, you are still unhappy with our response, you may wish to refer to your Home Warranty provider (NHBC) under the claims and dispute resolution service. The NHBC will then either deal with the complaint under the terms of the warranty policy or, if the complaint falls outside the NHBC warranty dispute resolution scheme, offer you the opportunity to refer your complaint to the Independent Disputes for Home Builders document given to you at reservation.

Full details of this code can be found by visiting: www.consumercode.co.uk

If you would like further details of the NHBC resolution service please visit: www.nhbc.co.uk/homeowners



**CONSUMER
CODE FOR
HOME BUILDERS**

www.consumercode.co.uk

