



Complaints Policy

Atkinson Homes are committed to providing excellent service and maintaining high standards in all areas of our work at all times. However, we understand that occasionally things may not go as expected. This Complaints Policy outlines our approach to handling complaints professionally and effectively, ensuring we respond to your concerns promptly. Your feedback is invaluable in helping us continually improve our services.

Reporting an Issue

Although we hope your home buying experience with us has been seamless, should you have an issue, we are confident this can be resolved by speaking to your Sales Representative in person, on the phone or via email. If, however, you are not satisfied with the resolution, you may wish to make a formal complaint in writing to Senior Management. Our formal complaints procedure is set out below.

Formal Complaints Procedure

We understand the importance of responding to queries in a timely and effective manner, therefore, Senior Management will acknowledge receipt of your complaint within 5 working days.

We will investigate your concern and will provide a detailed response within 20 working days of receiving your complaint. If your complaint, or certain aspects of it, are accepted, our response will detail the steps we will take to resolve the issue and the anticipated timescales. Alternatively, where the complaint, or any aspects of it, have not been accepted, we will outline the reasons for our decision.

Should further investigations be required to allow us to provide you with a detailed response within 20 working days of receiving your complaint, we will inform you within this period, outlining the anticipated timescales for completing the process.

In the unlikely event a satisfactory resolution has not been reached within 56 calendar days of the complaint being made, you may wish to escalate the issue to the Structural Warranty Body and/or Independent Dispute Resolution Scheme.

A dispute may be brought to the Independent Dispute Resolution Scheme after 56 days have passed since you first raised the complaint with Atkinson Homes, and no later than 12 months after Atkinson Homes' final response to the complaint.

Using Atkinson Homes' Complaints Procedure or the Independent Dispute Resolution Scheme does not affect your normal legal rights.

For more information, please refer to the applicable consumer code:

www.consumercodefornewhomes.com , www.consumercode.co.uk/

Signed:

A handwritten signature in black ink, appearing to be "S. Atkinson", written over a light blue horizontal line.

Steven Atkinson
31st October 2024