seagravedevelopments
land purchasing and developments

CONSUMER CODE FOR HOME BUILDERS
www.consumercode.co.uk

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Protection for new-build home buyers

COMPLAINTS PROCEDURE

Less than 1% of our sales result in a complaint, which we believe is testament to both our product and communication. We would always urge buyers to communicate with us if they are unhappy with anything and we always seek to resolve any concerns professionally and in a timely manner. However, we understand that very occasionally, a buyer may still not be satisfied and this procedure sets out what to do in those circumstances.

A formal Complaint can be made either by writing to our Head Office at
Units E & F Higham Road Trading Estate
Higham Road
Burton Latimer
Northants
NN15 5PU marked for the attention of the Company Director, or by emailing support@seagravedevelopments.co.uk using your property address in the subject line.

You can expect a written response acknowledging your complaint within 5 working days. A more detailed response will be issued within 20 working days which will include one of the following:

- Acceptance of the Complaint along with what action we will take to resolve the issue(s). We will provide an estimated timescale for the work required to resolve the issue(s). This time may vary depending on, for example, the nature of the issue raised, investigation work needed, lead time for sourcing materials and preparation work required.
- Rejection of the Complaint and details of the reason(s) why the Complaint is rejected.

- Details of any further investigation work necessary to determine the outcome of our decision to either accept or reject the complaint, including timescales. That a written final response will be provided as soon as possible after any further investigation has been carried out and that it will set out what parts of the Complaint we agree/disagree with and why.

If, after going through the steps outlined above, you remain unsatisfied with our response, you may wish to refer to your Home Warranty Provider under their claims and dispute resolution service. They will either deal with the complaint under the terms of the warranty policy, or instead may refer you to the Independent Dispute Resolution Scheme. This Scheme forms part of the Consumer Code for Home Builders, details of which were provided to you at reservation, but can also be found by visiting www.consumercode.co.uk.

A Complaint may become a Dispute and be referred to the Independent Dispute Resolution Scheme or Home Warranty Provider (or both) if:

- If you have not received a response from us within 20 working days of your Complaint being made.
- If you have been unable to reach an amicable solution with us within 56 days of your Complaint being made, but no later than 12 months after our final response.
- If the defective, faulty or incomplete works have not been resolved within the timescales agreed between us.

Using our formal Complaints Procedure, or the Independent Dispute Resolution Scheme does not affect your normal legal rights.