



## COMPLAINTS POLICY

All complaints should be submitted in writing to [customercare@pringlehomes.co.uk](mailto:customercare@pringlehomes.co.uk).

If a complaint is made and cannot be resolved by the Customer Care member handling the email, it will be passed to an appropriate member of the Management team who will follow the procedures below.

- 1 During working hours (09.00 – 17.00 Monday to Friday), Customer Care will respond within 2 days of receiving a complaint in order to;
  - a) Acknowledge receipt of the complaint
  - b) Collate information relating to the complaint
  - c) Resolve the complaint where possible

Where a complaint is received during the weekend, Customer Care will contact the customer as soon as possible during the next 2 working days.

- 2 If the complaint cannot be resolved during the initial response, it will be referred to the Office Manager who will assign the issue to the relevant Pringle Homes management representative, or will agree a resolution with the customer within 5 working days of receipt of the complaint.
- 3 A member of the Customer Care team will contact the customer within 3 working days of the matter being resolved to ascertain their satisfaction with the resolution.
- 4 If a resolution cannot be agreed with the Office Manager, or if the customer is not happy with the resolution, the Construction Director will be informed of the matter and attempt to resolve it.
- 5 Where it has not been possible to achieve a satisfactory resolution, the matter will be escalated to the:
  - a) Commercial Director
  - b) Managing Director
- 6 Where an agreeable resolution is still not achieved, the customer will be advised to contact the warranty provider. Responses to all customer complaints will be by email, where possible, or failing this, the response will be made via the same medium as it was received.