

# WE'RE HERE TO HELP YOU



At Kingswood, we offer our customers a better place to live. That means all our properties are finished to the highest standard and we'll go out of our way to make sure you enjoy life in your new home. Still, we understand that sometimes things can go wrong. If anything does, make sure you let us know and we'll try our best to put things right.

## KINGSWOOD HOMES CUSTOMER COMPLAINTS PROCEDURE

### WHERE TO START

#### STEP 1

If you haven't previously raised the issue with your local site team, that is the place to start, as the team there is best placed to provide

an effective and efficient solution. For an issue relating to sales, we suggest you contact your sales consultant.

#### STEP 2

If you have a complaint relating to a matter which has been considered previously by the team and you are unhappy with the outcome you may wish for this to be reviewed. Our customer care department are best placed to deal with any issues relating to your home or development, so in this instance, please forward your complaint to

**customer-care@kingswoodhomes.uk.com** who will be happy to take your complaint further. We will provide a written acknowledgement of the Complaint to you within five working days of your Complaint being made and will respond with a detailed response within 20 working days of the complaint being made.

#### STEP 3

If you're still not satisfied, the final step is an independent review by a senior Director. A full conclusion will be shared with you, including Kingswood's final position on the matters raised. We'll do everything we can to resolve your problem, but if we've been unable to reach a resolution after completing the above steps, you may wish to refer to your home warranty provider's dispute and resolution service.

Please note that this is only appropriate for all homes reserved after October 04th 2022; for reservations prior to this the relevant Consumer Code will be available to you within your reservation documentation.

Rest assured, all endeavours will be made to avoid the need for this, although at times, unfortunately we will not be able to arrive at an acceptable solution.