**Complaints Handling Procedure**

We aim to provide all our purchasers with the best possible customer experiences; however, from time to time, more support is required, and we would like this opportunity to provide you with our contact details and how we will respond to your concerns.

We are proud to support all our purchasers regarding any concerns they may have. Please find below our contact details and how to provide further information concerning any matters of dissatisfaction.

**Our contact information**

**The best point of contact**

**Contact telephone numbers**

**Email**

**Address**

Please provide full details of your concern and any supporting information, plus photos, so that we may support you further, and confirm how you would like to be contacted.

Please provide all dates of when you first noticed the concern and any further dates and names of any person you have had contact with before this complaint and any responses you have received from them.

Please ensure you are contacting the correct person or Developer/Contractor relevant to your concern; if you are unsure, we will try to support you in securing the correct individuals are contacted.

**What we will do -**

* Acknowledge all complaints within 7 working days of receipt of a letter of dissatisfaction.
* Investigate your concerns and aim to respond to you within 30 working days.
* If we are unable to respond within 30 working days, we will respond as to the reason for any delays; this may be due to external contractors or timescales outside our control.
* Please allow us every opportunity to provide you with a response.

Suppose you are unhappy with our responses, in that case, you have up to 12 months of our final response to apply for Alternative Dispute Resolution service provided by CEDR, Centre of Excellence for Dispute Resolutions.

Further information may also be found in the ABC+ Consumer Code and the ABC+ New Homeowners Guide at <https://www.architectscertificate.co.uk/consumer-code/>