

Customer Complaints Policy

Homes by Carlton prides itself on its quality and attention to detail. We are committed to providing exceptional service to all of our customers. If you aren't satisfied with your experience with us, we want to hear from you.

We understand that despite the care we take, things can sometimes go wrong. If they do, we take any complaints made very seriously and will do everything we can to resolve issues as quickly as possible. Our Customer Complaints Policy is in place to ensure that all our customers have a fair opportunity for their complaints to be investigated and their concerns addressed efficiently.

Contact details

Depending on which stage you are at on your journey with us, your complaint will be dealt with by the relevant department:

Reservation to Legal Completion

Sales department, please contact your sales representative.

Post Handover

Customer Care department - email: customercare@homesbycarlton.com

Member of the public

Marketing department - email: marketing@homesbycarlton.com

We will assess the nature of the problem, answer any questions if possible, and if appropriate, will direct you to any additional relevant information.

Raising a complaint

The below steps detail what you should do if you wish to raise a complaint:

Step 1

In most cases the relevant department is likely to be best placed to handle your concerns. Please submit your complaint by email or in writing and send it to the suitable team, as detailed above. Please provide as much detail as possible and explain where you feel Homes by Carlton could improve on the service we provide. The team will ensure the department manager is involved to investigate the complaint.

Step 2

In the event that the first point of contact was unable to provide a resolution, or you are not satisfied with the initial response, your complaint can be sent in writing to the Managing Director. Please contact the Customer Care team who will be happy to forward the complaint on. The Managing Director will work with you to understand and try to overcome the issue. They will also work closely with other members of the Senior Management Team, where required, to come to a final decision.

Step 3

If you are still not happy that your complaint has been resolved, and you feel that Homes by Carlton has not adhered to the contract between you, you may wish to seek legal advice, or customers can contact the Consumer Code for Home Builders or Warranty provider (NHBC) to discuss their concerns.

Please note: All new complaints will be referred to the relevant department in the first instance.

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Timescales

Below sets out the timescales we will adhere to in order to resolve your complaint as quickly as possible:

Initial Complaint Acknowledgement

The relevant department will be in contact within 2 working days to confirm receipt of your complaint and if required, request further information to allow the complaint to be investigated.

Formal Response

We will write to you within 10 working days with a response to your concerns and a proposed path to resolution, detailing how we intend to put right any issues we are responsible for.

Managing Director's Acknowledgement

For any escalated complaints, our Managing Director will acknowledge receipt of your complaint within 2 working days. They may request a further call or meeting to discuss the matter in more detail and gather information required to enable the complaint to be investigated effectively.

Managing Director's Final Response

The Managing Director will write to you with a proposed resolution within 20 working days. Should you feel the resolution provided is not satisfactory, please refer to step 3 of the complaints procedure.

Final Resolution

We aim for all complaints to be fully resolved within 8 weeks. In the unlikely event it may take a little longer due to factors beyond our control, such as supply chain issues, we will keep in regular contact with you to provide progress updates.

Social Media

Please note that it is against Homes by Carlton's company policy to use social media as a platform for ongoing conversations with customers. All issues raised through our social media channels will be handled offline via telephone and/or email. Homes by Carlton will not tolerate defamation and may exercise legal rights in the event that inaccurate statements are made.