

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 concerns 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. We are a Registered Developer with the **Consumer Code** (<https://consumercode.co.uk/>) and **New Homes Quality Board** (<https://www.nhqb.org.uk/>).

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

If you have any concerns please contact your sales representative directly or email your complaint to sales@homesbycarlton.com.

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

Members of the Public

If you have any concerns please email your complaint to marketing@homesbycarlton.com.

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

Customer Complaints Policy

After Sales Complaints

We have a robust process in place to ensure that your after sales complaint is properly investigated and followed up. Whilst it is tempting to raise concerns directly with your sales and site management team when you see them, please contact our Customer Care Team via email (customer care@homesbycarlton.com) to ensure that the detail is correctly captured and recorded. Please state 'Complaint' in the subject line and state:

- Your name and address
- A clear description of your complaint(s)
- Details of any steps already taken to resolve the concern
- Details of what you would like Homes by Carlton to do to resolve the situation
- Any supporting evidence you'd like to include

Stage 1 - Written Acknowledgement

Your complaint will be acknowledged by the Customer Care Team within 2 days of the complaint initiation date – this is the first working day after a complaint is received.

Stage 2 - Pathway to Resolution

A senior manager will investigate your concerns and send a response which details our proposed pathway to resolution within 10 calendar days of the complaint initiation date. This should explain how we plan to resolve the concern, along with the steps and anticipated timescales. In some instances this may state our decision to take no further action.

We hope that all complaints can be addressed by a senior manager, however, if you feel that your concerns have not been adequately addressed, please confirm with our Customer Care Team that you would like to escalate the complaint further. A director will then reinvestigate your complaint and send a revised path to resolution letter.

Customer Complaints Policy

Stage 3 - Complaint Assessment Form & Closure Letter

Once the agreed areas of your complaint have been resolved, we will send a closure response which confirms what action has been taken within 30 days of your complaint initiation date.

In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date, we will send a further response to provide information on the reason for the delay, the next steps and the anticipated date for resolution. We will also keep you updated no less than every 30 days until the matter is resolved.

Stage 4 - Resolution Services

We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to any dispute resolution service offered by your warranty provider, or the below dispute services:

If you reserved your property before **5th March 2025**, the **Consumer Code Independent Resolution Scheme** under the Consumer Code for Home Builders is available within two years of the legal completion date. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant. Using this service does not affect your legal rights.

If you reserved your new home on or after **5th March 2025**, the **New Homes Ombudsman Service** under the New Homes Quality Board is available to you. The Ombudsman is available in respect of any complaint raised within the first two years of legal completion of the home but must be referred within 12 months of the original complaint date. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant. Using this service does not affect your legal rights.

Customer Complaints Policy

Tenants residing in affordable or private rental properties should address formal complaints to their registered or private rental provider.

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 concerns raised through our social media channels will be handled offline via email. Homes by Carlton will not tolerate defamation and may exercise legal rights in the event that inaccurate statements are made.

