



COUNTRYSIDE

Places People Love

COMPLAINTS PROCEDURE

Countryside is committed to maintaining a high standard of Customer Service in line with its Corporate Objectives, Customer Charter and the Consumer Code for Home Builders. As such we welcome comments on the service that we provide. Customer Satisfaction is a key measure of our service and quality and we aim at all times to maintain a high standard.

Customer relationships will be approached in a courteous and helpful manner and staff will ensure that our Customer's issues are understood. All complaints are taken seriously as we expect to learn from our failures and our successes to facilitate continuous improvement of our service standard.

PROCEDURE

1. Complaints must be received in writing by letter or email and should reinforce any complaint that is made verbally in person or by telephone.

2. The complaint should then be forwarded to 'Countryside Customer Services'. Please refer to your Home User Guide for contact details of your Regional Customer Services Team.

3. As a minimum, the complaint must contain the following information:

- the location of the complaint
- the date and time of the complaint
- the nature of the complaint (including the detail of who you are e.g. a Customer, potential Customer, visitor etc.)
- full name and contact details
- names of others present (if known)

4. All complaints will be acknowledged within **48 hours of receipt** and a full response to the complaint will be made within 14 working days (if practicable).

5. If the response to the complaint is not considered to be acceptable by the Complainant then the documentation should be re-submitted explaining why it is unacceptable. It should be marked with "For the attention of Head of Customer Services – Re-submitted Complaint". The re-submitted complaint will also be acknowledged within **48 hours** with a target of 14 days for a full response.

6. If the Complainant is not satisfied with the response from the Head of Customer Services, the documentation will be forwarded to the Managing Director or Regional Operations Director for review and formal response.

We will always do our best to deal with our Customers in a fair and reasonable manner. If you are still unhappy with our response, you may wish to consult the Consumer Code (www.consumercode.co.uk) or your Home Warranty provider.