



Our Commitment to delivering quality

Our complaints procedure

Keepmoat is committed to providing homes and service to the highest standard. We work hard to resolve our customers' issues, but we know that sometimes things can go wrong. If you have a concern or are dissatisfied in any way, we'll do our best to resolve your issue in a fair and transparent way.

We will investigate all complaints competently, diligently, and impartially. Every complaint will be assessed fairly, consistently, and promptly, considering all relevant factors to ensure a fair outcome.

What to do if things go wrong?

We make every effort to get things right, so you do not have any complaints. If you have a complaint, please contact us so we can make things right as quickly as possible.

What you will need to provide

- > Your name and address
- > Details of how we can contact you
- > A clear description of your complaint
- > Details of what you'd like us to do to resolve the situation



Step 1

Discussion with your local team

If you've reserved but are yet to complete the home purchase and are dissatisfied with the service we've provided, please raise your concerns with your Sales Executive at the Sales Information Centre.

If you've already moved into your home and are dissatisfied, please contact your local Customer Service team. They're best placed to address your concerns once you've settled in.

Whilst reviewing your complaint, we may direct your complaint to the Sales Director or Customer Service Director at the Keepmoat Regional office with which you have been dealing.

The regional Customer Service Director has overall responsibility for ensuring our customers receive the highest levels of care and will ensure that your dissatisfaction is handled by the most appropriate person in the regional office.

We hope that our Regional Customer Services Director can address all complaints; however, if you feel your concerns have not been resolved to your satisfaction, you can refer your complaint to the Regional Managing Director. Who will review the complaint and explain the company's final position regarding the concerns raised.

Step 2

Updating you on the progress of your complaint

We will promptly acknowledge your complaint within 5 days of receiving it. Our team is committed to resolving your concerns, and you can expect a how we will resolve your complaint (pathway to resolution letter) within 10 calendar days. If, for any reason, your complaint remains unresolved after 30 calendar days, we will provide you with a comprehensive review of each issue in writing. If your complaint remains open 56 calendar days after the complaint start date we will write to update you on each item raised.

This will include:

- > a clear summary of what action has been taken to date.
- > clear details of what is still outstanding, a reason why and the actions to be taken.
- > an indicative timescale for resolution.
- > the frequency that updates will be provided to you until resolution, which will not be more than 28 calendar days.
- > On addressing all items raised within your complaint, we will write to you to summarise the action taken on each and to confirm the complaint is closed.

If after 56 calendar days your complaint is still unresolved please see the "you remain dissatisfied" section below.

Please note: If a new complaint is received, it will always be directed to the regional team. Customers/tenants living in affordable, shared ownership or Private Rental Scheme homes should direct formal complaints to their registered provider, shared ownership, or private rental provider in the first instance.



Step 3

You remain dissatisfied

If you are dissatisfied with the outcome of your complaint or following the 56-calendar day complaint resolution response, you may be able to seek advice from one of the following:

Who you contact will depend on when you reserved your home.

If you reserved your home before 2 May 2023, visit the **Home - Consumer Code**. They run an Independent Dispute Resolution Scheme (IDRS).

The IDRS will follow an adjudication process. This is entirely independent they will consider the evidence provided to them to reach an adjudication.

For all reservations made on or after 2 May 2023, please visit the **New Homes Ombudsman Service (www.nhos.org.uk)** whose decisions will be entirely independent, they will consider the evidence provided to them to reach an adjudication. Eligibility cover is two years from either reservation date or legal completion date.

Their Contact details:

via email customer.services@nhos.org.uk
or via phone at **03308084286**

Your home warranty provider

NHBC Homeowners | NHBC

LABC Homeowners | New homes warranty
(labcwarranty.co.uk)

