

COMPLAINTS PROCEDURE

At Gower Homes we are committed to providing homes and services to the highest standard; our aim is that you will enjoy living in your new home.

Our customers are at the heart of everything we do, although we recognise that sometimes things can go wrong and you may require some extra help from our team. If you do, please follow the steps set out below as we take complaints very seriously and would ask you to let us know so that we may have the opportunity to resolve the issue for you.

Steps we take dealing with a formal complaint

- STEP 1** If you haven't previously raised your concerns with us please email our Customer Service Team at purchasers@gowerhomes.co.uk and we will acknowledge your complaint within 5 working days of the complaint being made and send a full response in writing within 20 working days.
- STEP 2** If you are unhappy with our response, please write to our Managing Director, Michael Forgrave, at Gower Homes Limited, 8 Temple Row, Wrexham, LL13 8LY.
- STEP 3** If you remain unhappy with the outcome of your complaint once you have heard from Michael Forgrave, you may be able to refer it for independent review as below.

Under the Consumer Code for Home Builders (www.consumercode.co.uk), you may refer the matter to your Home Warranty Provider in the first instance if you are unhappy with how we have dealt with your complaint.

If appropriate, they may refer you to the Consumer Code for Homebuilders who run an Independent Dispute Resolution Service (IDRS).

The IDRS will follow an adjudication process. This is entirely independent and will consider the evidence provided by the customer and the house builder to reach a decision.

Referrals can only be made once 56 calendar days have passed since first raising a complaint with us, or following our final complaint response, and no later than 12 months after our final response. The independent dispute resolution services will only deal with complaints raised within the two-year warranty period.

Please note that raising a complaint to either Gower Homes Limited or the IDRS will not affect your legal rights.