



# SHIELD HOMES LIMITED

## Complaints Procedure

---

### COMPLAINTS PROCEDURE

At Shield Homes, we want to make sure you're happy with our service and will do what we can to make sure we provide you with a high level of customer service at all times. We are confident that most issues you might have when you are buying a New Home from us or once you have moved into your New Home, can be resolved quickly by either speaking to one of our sales staff on the phone or in person.

However we do understand that sometimes when problems do occur, we may not be able to resolve the issue to your satisfaction and because of this, we have a formal complaints procedure.

How to make a complaint;

If you have a complaint, then please let us know by contacting:

Mark Rubin

T: 020 8428 9147

E: [mark@shieldhomes.co.uk](mailto:mark@shieldhomes.co.uk)

#### **What can you expect from us?**

We do understand the importance of responding to queries in a timely and effective manner.

If you make a complaint to us, we will acknowledge all complaints within 3 working days. We will either reply fully within 7 working days of receipt, or reply within 7 working days to advise you of the steps we are taking and give you a date by which we hope to be able to reply fully.

We aim to resolve all complaints through this first stage process within 30 working days of receipt of your initial complaint – if resolution of your complaint will take longer than 30 days, we will let you know as soon as possible and explain our expected timescale for resolving the complaint.

We aim to resolve all complaints at this stage. However, we know that this may not always be possible.

#### **What should you do if you are not satisfied?**

If you are still not satisfied that we have resolved your complaint, then you can, if you wish, contact our Managing Director by email at [ashley@shieldhomes.co.uk](mailto:ashley@shieldhomes.co.uk)

#### **Further steps**

We will always do our best to deal with our customers in a fair and reasonable manner. If, however, after going through the steps outlined above, you are still unhappy with our response, you may wish to refer to the Structural Warranty provider on the project, who will review your complaint and assist you if your complaint relates to an issue covered by the Structural Warranty.

You may also be able to refer your complaint to the Consumer Code for New Homes, which operates an Independent Dispute Resolution Scheme operated by the Centre for Effective Dispute Resolution. You can find out more about the Code's scheme at [www.consumercodefornewhomes.com/dispute-resolution](http://www.consumercodefornewhomes.com/dispute-resolution).