

Bovis Homes

Customer Complaints Procedure

Our company vision is:

proud of every home, built by people who care.

This means that we will strive to deliver a quality home and service to all of our customers. However sometimes things can go wrong and we are committed to acting in an open and honest way if we have not provided the standards of service we aim to deliver. In the event that this happens we have a 3 step complaint procedure which is outlined below.

Step 1 - If you have a complaint

If you have a complaint, then in the first instance you should contact the regional Customer Care team using the information on page 8 of the Home Owners Manual Part 2. Pages 4 and 5 of the document also provide useful information in respect of what is covered under the Bovis Homes warranty.

The contact details for each region are also provided as separate tabs on our website at 'contact us' found at: www.bovishomes.co.uk/information-on/contact

They will acknowledge all complaints within 2 working days. Within 7 working days of receipt they will either reply fully or advise you of the steps they are taking and give a date by which they will be able to respond in full.

We aim to resolve all complaints at Step 1. However, we acknowledge that this may not always be possible.

Step 2 - What happens if I am not satisfied?

If you are still not satisfied then you should ask for your complaint to be referred to, or directly contact, the regional Head of Customer Care. They will acknowledge all complaints within 2 working days. Within 7 working days of receipt they will either reply fully or advise you of the steps they are taking and give a date by which they will be able to respond in full.

(The regional office contact details are listed on our website under 'contact us').

Step 3 - What happens if the Head of Customer Care cannot resolve the matter?

If the regional Head of Customer Care is unable to resolve matters to your satisfaction then you should escalate this to the Regional Managing Director (based at the regional office that you have been dealing with). They will review your complaint and determine the best course of action, responding to you within the same timescales as in steps 1 and 2.

What happens if we are unable to resolve your complaint through these 3 steps?

We will always do our best to deal with our customers in a fair and responsible manner. If, however, after going through the steps outlined above, you are still unhappy with our response, you may wish to refer to your Home Warranty provider (NHBC) under their claims and dispute resolution service. The NHBC will then either deal with the complaint under the terms of the warranty policy or, if the complaint falls outside the NHBC warranty dispute resolution scheme, offer you the opportunity to refer your complaint to the Independent Disputes Resolution Scheme. Full details of this scheme and its provider are part of the Consumer Code for Home Builders document given to you at reservation.

Full details of this Code can also be found by visiting:

www.consumercodeforhomebuilders.co.uk

If you would like further details of the NHBC resolution services please visit: www.nhbc.co.uk/homeowners or call **0844 633 1000**

Please note: using the complaints procedure or the Dispute Resolution Scheme does not affect your normal legal rights.

Other queries

Pre-completion complaints

If you are a customer who is yet to complete on the purchase of your new home any queries should be directed to our sales teams at the appropriate development.

Shared Equity complaints

If you are a shared equity customer (i.e. have a Jumpstart Equity Loan), further information can be found on our website at:

www.bovishomes.co.uk/information-on/jumpstart-equity-loan-admin also accessed via the 'contact us' page.

Revised September 2016

