

## Forge New Homes complaints process

At Forge New Homes, we take pride in our high standards of customer care and helping our customers with any concerns they may have.

However, we recognise that sometimes things can go wrong, and we have created a simple process for raising an issue or making a complaint.

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### Reporting an issue

We always aim to build the highest quality homes and offer excellent customer care, but we know that sometimes a concern may arise. If you have an issue with our service, please contact [\*\*customercare@forgenewhomes.co.uk\*\*](mailto:customercare@forgenewhomes.co.uk) and we will be in touch within 48 hours.

If we offer a suitable resolution and you are happy with the outcome, then there is no need to follow the formal complaints process. If you are concerned that the issue has not been resolved, the next step is to make a formal complaint.

## Making a complaint

Please describe your complaint in writing to **[customercare@forgenewhomes.co.uk](mailto:customercare@forgenewhomes.co.uk)**.

We will acknowledge all complaints within five calendar days of the complaint start date. (The complaint start date is the first working day after we receive a complaint. If it arrives at the weekend or on a public holiday, the start date will be the next working day.)

- We will fully investigate your concerns and send a detailed response which specifies our proposed pathway to resolution within 10 calendar days of the complaint start date. This will explain how we plan to resolve the problem, along with the steps and anticipated timescales.
- We will send a full complaint assessment response by no later than 30 calendar days after the complaint start date. If the complaint has been resolved, this will confirm what steps were taken. If we are still working to resolve the problem, our response will include what has caused the delay, and the anticipated date of resolution.
- When the complaint has been resolved, we will send a closure response which confirms what action we have taken.

## Making a complaint [continued]

- If a complaint is still unresolved 56 calendar days after the complaint start date, we will send an update to tell you what has caused the delay, our next steps, and when we expect the issue to be resolved. We will also send an update on progress every 30 days until the complaint is closed.
  - If your complaint is not resolved by this process, or you are not satisfied with the outcome, your next step is to refer your complaint to the dispute resolution service offered by your warranty provider, or to the New Homes Ombudsman Service.
  - The New Homes Ombudsman Service will decide whether they can accept a complaint within their remit and rules. The Service can receive complaints within two years of legal completion. After this, any disputes within the structural warranty period should be referred to your warranty provider.
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