



# Complaints *Procedure.*



## Formal Complaints.

If your Customer Services Coordinator/Manager has been unable to resolve your concern or issue to your satisfaction and you wish for it to be reviewed further, you can submit a formal complaint.

To help us review your complaint as swiftly as possible, we ask that you provide the following information:

- Your name, address and preferred contact details
- An overview of your complaint or issue including any supporting evidence e.g. photographs or documents
- If you have already been in touch with us and if so, the name of the last person you spoke to
- What outcome you are hoping for

We are a registered developer with the New Homes Quality Board and comply with their Code.



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**All formal complaints will follow the procedure outlined by the New Homes Quality Board:**

1. *A written acknowledgement* no later than five days from the first business day after receiving the complaint (the complaint start date).
2. *Path to resolution letter* outlining how we will investigate the complaint no later than 10 days from the complaint start date.
3. *A complaint assessment & response letter* no later than 30 days from the complaint start date advising whether the complaint has now been settled and if not, the reasons why.

4. *A final response letter* (if the complaint is not already closed) no later than eight weeks from the complaint start date, providing a summary of the actions taken to date and when the issues are likely to be resolved.

5. *A closure letter* which can be issued at any stage after the complaint start date.

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In the unlikely event that you are still unhappy with how we have dealt with your complaint, you may be able to refer it for independent review by the New Homes Ombudsman.

Referrals can only be made after receipt of the final response letter and within the first two years after completion.

# Complaints Procedure.

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## 1. If you have a concern or issue

Raise any initial questions or concerns with the relevant department, as they are best placed to deal with any issues as swiftly as possible. Please refer to Page 4 for region specific helplines.

### **New buyers**

info@tiliahomes.co.uk

### **Homeowners**

northern.customerservice@tiliahomes.co.uk

central.customerservice@tiliahomes.co.uk

eastern.customerservice@tiliahomes.co.uk

southwest.customerservice@tiliahomes.co.uk

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## 2. What if I'm not satisfied?

If you feel that we have been unable to resolve your issue, the next step is to raise a formal complaint.

This will be reviewed by the relevant Head of Department.

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## 3. What happens if I'm still not happy?

In the unlikely event that you are still unhappy, you may refer your complaint to the New Homes Ombudsman for independent review.

[www.nhqb.org.uk/homebuyers/how-to-make-a-complaint.html](http://www.nhqb.org.uk/homebuyers/how-to-make-a-complaint.html)





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