

Tilia Homes

Complaints Procedure

Thank you for choosing to buy your new home with Tilia Homes. We hope that you have had an enjoyable experience with us and are happy in your new home. But we understand that from time to time things can go wrong, so if there is a problem, we want you to let us know. At Tilia Homes we are committed to resolving any queries or concerns you may have quickly and effectively.

Our complaints procedure has been designed to direct you straight to the person best placed to help you and quickly resolve your issues. Simply follow these steps:

Step 1:

Contact your local customer service team using the designated email below

- Central.customerservice@tiliahomes.co.uk
- Southwest.customerservice@tiliahomes.co.uk
- Eastern.customerservice@tiliahomes.co.uk
- Northern.customerservice@tiliahomes.co.uk

Whilst it is tempting to raise issues directly with your sales and site management team when you see them, please contact a member of the local customer services team to ensure that the detail is correctly captured and recorded. Please state 'complaint' in the subject line. Our customer service team will acknowledge your complaint within 48 hours and you will receive a response within seven working days of the acknowledgement.

Step 2:

If your enquiry is not resolved to your satisfaction within the seven working days, please get in touch with the Head of Customer Services at your regional office to make a formal complaint.

- Northern – Ciaran Lundy – Ciaran.Lundy@tiliahomes.co.uk
- Eastern – Mark Wakeling – Mark.Wakeling@tiliahomes.co.uk
- Central – Lee Goodman – Lee.Goodman@tiliahomes.co.uk
- Western – Helen Barlow – Helen.Barlow@tiliahomes.co.uk
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For example if you:

- Are unhappy with a decision made by the customer service team
- Feel we have treated you unfairly or discourteously
- Have issues that the customer service team have been unable to resolve to your satisfaction.

If you are making a formal complaint by email, please start your subject with the words 'formal complaint'. We will acknowledge any valid complaints in writing within 48 hours and you will receive a response within seven working days of the acknowledgement.

Step 3:

If you feel you haven't reached a satisfactory conclusion after the seven working days, please escalate to the Managing Director at your regional office.

- Northern – Leighton Frawley – leighton.frawley@tiliahomes.co.uk
- Eastern – Gareth Jacob – Gareth.Jacob@tiliahomes.co.uk
- Central – Amerjit Atwal – Amerjit.Atwal@tiliahomes.co.uk
- Western – Simon Perks – Simon.Perks@tiliahomes.co.uk

The Managing Director will acknowledge your complaint within 48 hours and you will receive a response within seven working days of the acknowledgement. **Please note that they can only consider your complaint if you have followed steps 1 & 2.**

This process has been designed to help to resolve your query as quickly as possible, by putting you in touch with the right people at the right time, therefore please ensure you follow the step by step process outlined above.

If after the three steps you still feel that your complaint has not been resolved, then you can escalate to the Consumer Code.

The easiest way to contact them is via their website at www.consumercode.co.uk.

