

Complaints Policy

Introduction

If you feel you have had a poor experience with us, we want to hear from you so that we can put it right. We take complaints very seriously. Your views will help us to improve the service we provide to all our customers.

What to do if we don't meet your expectations

Depending upon where you are in your journey with us, your complaint will be dealt with by the relevant department manager and we aim to deal with your problem quickly and efficiently:

- Reservation to Legal Completion – Sales department
- Legal Completion to 28 days of ownership – Sales and/or Production department
- From 28 days of ownership onwards – Customer Aftercare department
- Member of the public – Marketing & Communications department

We will ask you to tell us what is wrong and where you feel Story Homes could improve the service offering. You can do this in writing or via email, but we do ask for it in writing so that we have a record of your concerns.

The relevant department representative will contact you within 48 hours of receipt of the complaint, acknowledging that the complaint has been received, and gather any additional details missing from the initial outline. If a complaint is made over the weekend, the department representative will contact you as soon as possible, the next working day, to acknowledge the complaint.

We will assess the nature of the problem, answer any questions if possible, and if appropriate, will direct you to any additional relevant information. We aim to resolve all issues on first contact but if an immediate solution cannot be provided you will be advised and the department will respond with details within 10 working days. All responses to complaints will, where possible, be made in writing.

If a solution cannot be provided within that timescale, the issue will be referred to the department manager who will take ownership of your complaint, and in partnership with the Regional Management Team, will agree a final resolution.

If it has not been possible to come to a satisfactory resolution with the department manager, you have the right to appeal by seeking independent advice, which could be through your new home warranty provider, the Consumer Code for Home Builders or through your own legal route. These avenues provide independent resolutions and they will come to a decision once all of the facts are investigated.

Here are the steps you should follow if you wish to raise a complaint:

Step 1:

Please put your complaint in writing to the relevant department. Any complaints which bypass this step will be passed back to the relevant department to allow the team to try to find a suitable resolution to the issue as quickly and easily as possible.

Step 2:

If for any reason the relevant department cannot help, or you are unhappy with the outcome, the complaint will be escalated to the department manager. They will work with you to understand and overcome the issue. The manager will work closely with the Regional Management Team to make a final decision.

Step 3:

If you are still not happy that your complaint has been resolved, and you feel that Story Homes has not adhered to the contract between you, you may wish to seek legal advice, or customers can contact the Consumer Code for Home Builders or Warranty provider to discuss their concerns. These independent bodies work with customers and homebuilders to provide resolutions when an agreement cannot be reached through step 1 and step 2.

Social Media

Please note that it is against Story Homes' company policy to use social media as a platform for ongoing conversations with customers. All issues raised through our social media channels will be handled offline via telephone and/or email. Story Homes will not tolerate defamation and may exercise legal rights in the event that inaccurate statements are made. Please refer to our social media policy for further information.