

# Story Homes Complaints Policy

## Introduction

If you feel you have had a poor experience with us, we want to hear from you so that we can address your concerns. We take complaints very seriously and your feedback will help us to improve the service we provide to all our customers.

## What to do if we don't meet your expectations

If you are able to resolve any issue informally with our team and are happy with the outcome, then you need not use our formal complaints procedure. If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

## Formal Complaints Procedure

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.

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 as a letter 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 acknowledge your complaint within 5 working days of the complaint initiation date\* and gather any additional details missing from the initial outline 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 will investigate your concerns and aim to send a detailed response within 20 working days of the complaint initiation date\*. Where the complaint, or elements of the complaint are accepted, this will explain how we plan to resolve the issue, along with the steps and anticipated timescales. Where the complaint, or elements of the complaint, are not accepted, the response will detail the reasons for this.

In the very unlikely event that we are unable to fully respond to your complaint within 20 working days, we will advise you of any further investigation required and will aim to send a final response within 56 calendar days of the complaint initiation date\*.

If it has not been possible to reach a satisfactory resolution, you may wish to seek independent advice, which could be through your new home warranty provider, the Consumer Code for Home Builders or through your own professional adviser. You may refer the matter directly to the Independent Dispute

Resolution Scheme or the Home Warranty Body (or both) as appropriate: -

- If you do not receive any response from Story Homes within 20 working days of a complaint being made
- If we cannot reach an amicable resolution to the complaint within 56 calendar days of the complaint being made
- If the defective, faulty or incomplete works or issues arising are not resolved within timescales agreed between yourself and Story Homes.

Using Story Homes' Complaints Procedure or the Independent Dispute Resolution Scheme does not affect your normal legal rights. If the issue is not covered by the New Home Warranty, the Home Warranty Body may provide you with details about the Consumer Code's Independent Dispute Resolution Scheme.

A dispute may be brought to the Independent Dispute Resolution Scheme after 56 calendar days have passed since the complaint was first raised with Story Homes and no later than 12 months after Story Homes' final response to the complaint. The Independent Dispute Resolution Scheme can only deal with matters that fall within the scope of the Consumer Code. For more information, please refer to the Consumer Code for Home Builders via their website [www.consumercode.co.uk](http://www.consumercode.co.uk).

## **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 if inaccurate statements are made. Please refer to our social media policy for further information.

*\*The complaint initiation date (CID) is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays)*