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 your issue informally with our team and are happy with the outcome, there is no need to make a formal complaint. However, if you feel your issue has not been resolved, or you are unhappy with the way it has been handled, you can make a formal complaint by following the procedure set out below.

Formal Complaints Procedure

Depending on where you are in your journey with us, your complaint will be handled by the relevant department manager. We aim to address your concerns as quickly and efficiently as possible.

We will ask you to tell us what is wrong and where you feel Story Homes could improve the service offering. You can submit your complaint by letter or email. We ask that you do so in writing to ensure we have an accurate record of your concerns.

If you have a complaint before moving into your new home, please put your complaint in writing to our office-based Sales team at sales@storyhomes.co.uk

If you have a complaint once you have moved into your new home, please put your complaint in writing to our Aftercare team at service@storyhomes.co.uk

A representative from the relevant department will acknowledge your complaint within five working days of the complaint initiation date* and contact you if any further information is required.

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 provide a detailed response within 20 working days of the complaint initiation date*. Where your complaint, or any part of it, is upheld, our response will outline the steps we intend to take to resolve the issue, along with anticipated timescales. Where your complaint, or any part of it, is not upheld, we will clearly explain the reasons for our decision.

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.

You may refer your complaint to the Independent Dispute Resolution Scheme once 56 calendar days have passed since you first raised your complaint with Story Homes, and no later than 12 months after receiving our final response. 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.

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)*