Bromford. New Homes

Complaints Policy

1. Policy Statement & Purpose

Complaints are important to us. We need to know if our service goes wrong, so we can put things right, learn from our mistakes and take action to prevent it from happening again.

We capture all expressions of dissatisfaction, however made, about the standard of service, actions, or lack of action by Bromford, our colleagues, or those acting on our behalf, whether the issue affects an individual customer or a group of customers.

2. Approach

Through this policy we seek to ensure that complaints are:

- handled sensitively and fairly.
- resolved as quickly as possible.
- a catalyst to ensure mistakes are corrected quickly and we do what we say we will.
- used to prevent similar service failures happening again.

3. Scope

Complaints covered by this Policy

Where a customer, applicant or individual affected by Bromford has expressed dissatisfaction, related to our market sale homes service we have provided directly, or by any company we employ to provide a service on our behalf.

Complaints can be made within 2 years from the date of reservation or completion (whichever is later). Customers can refer to the Ombudsman if they are not happy with the outcome.

Complaints not covered by this policy
This policy does **not** cover:

- An issue which happened over 2 years ago from the date of completion; a complaint should be made as soon as possible after the date the event occurred, unless there are exceptional circumstances which mean the complainant was unable to notify us of their concerns sooner. We may consider historic complaint outcomes however, to resolve the issue for the complainant.

- The complaint relates to issues where legal proceedings have started. This is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court.
- In some circumstances it may be appropriate to refer the complainant to our insurance team to progress claims where the complaint relates to significant financial loss or damages, and / or personal injury but we will make all reasonable attempts to resolve complaints prior to making this decision.
- Matters that have previously been considered under the complaints policy.

If we fail to deal with an issue through the relevant process however, then the failure to do so can be dealt with as a Complaint under this Policy. The above list is not exhaustive and on receipt of a complaint we will review the concerns and confirm if there is a more appropriate process.

Where we do not accept a complaint, a detailed explanation will be provided to the customer which sets out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the New Homes Ombudsman. If a customer disagrees with this decision, they should let Bromford know why, which will enable us to reconsider the decision.

4. Making a complaint

We aim to make the complaint process accessible to all and we will:

- Accept complaints in any way the customer wishes, including but not limited to, the following:
  - Calling us on 0330 1234 034
  - Filling in the form on our website: **www.bromford.co.uk**
  - Contacting us via our Social Media Channels
  - Emailing customercare@bromford.co.uk
  - Writing to us at: Bromford, 1 Venture Court, Broadlands, Wolverhampton, WV10 6TB

- If we call a customer to ask them about their experience through our customer feedback programme, we will consider whether we need to address any outstanding issues via the complaints process.

- We are happy to accept complaints from a third party acting on a customer's behalf. We will need signed authority from the customer to divulge any information we hold to a third party. If the third party is an elected representative, such as a councillor or MP, we may proceed to handle the complaint with them on the basis of implied consent.

- Please see our privacy notice for more information.

* When a customer submits a comment or complaint to us via Facebook, Twitter or other social media we recommend customers use a private channel, such as direct message (DM). Our data privacy information is contained here: https://www.bromford.co.uk/about-us/open-and-transparent/privacy-notice/

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5. How we manage complaints

Acknowledgement: Customers will receive an acknowledgement of their complaint no later than **5 calendar days** of us receiving the complaint. In acknowledging the complaint, we will set out our understanding of the complaint and the outcomes the customer is seeking. We may ask for clarification of our understanding before we start investigating the complaint.

Path to resolution letter: Customers will receive a written 'Path to resolution' letter no later than **10 calendar days** from the complaint start date. This will outline how we will investigate the complaint, and provide details of the NHBC dispute resolution service, that the customer can use if they are unhappy with the outcome of the complaints procedure.

Complaint assessment and response letter: Customers will receive a complaint assessment and response letter no later than **30 calendar days** from the complaint start date. This will address all aspects of the complaint, either providing the actions taken and/or explaining why extra time is needed to conclude the investigation and when a further update will be due.

Eight-week letter: If the complaint is not closed the customer will receive an 8 week letter no later than **56 calendar days** from the complaint start date. This will outline the actions taken, what actions are remaining, when we expect to complete the complaint, and how often updates will be issued - which will be at least **every 28 calendar days.**

Closure letter: This can be sent at any time after the complaint start date, and will include a list of the complaint items, the outcome reached, and provide details of how to refer to the New Homes Ombudsman Service if the customer is not satisfied.

The outcome of the complaint will be communicated with the customer via their preferred method of contact. This will include any actions we are going to take to put the matter right and provide clear timescales as to when the actions will be completed.

Following the response, we will continue to monitor all complaints to ensure agreed actions are completed.

6. New Homes Ombudsman

Following completion of our internal process, if the customer remains unhappy, they can refer directly to the New Homes Ombudsman Service by contacting them in the following ways:

- By Telephone 0330 808 4286
- Visit their website to log a complaint online at https://www.nhos.org.uk/
- By Post, sending a complaints form to the address below:

  The New Homes Ombudsman Service, West Wing First Floor, The Maylands Building, 200

  Maylands Avenue, Hemel Hempstead, HP2 7TG

- By Email customer.services@nhos.org.uk

7. Other considerations

Reasonable adjustments and support: We understand that some customers may have difficulty communicating a complaint and / or participating in the complaint process, as such we will always make reasonable adjustments, ensuring information is accessible for customers to report their concerns and engage in the process.

Changing circumstances: On occasion we may conclude our internal complaint process if we consider the dissatisfaction is now the subject of another process e.g., legal action, insurance claim.

If so, this will be communicated and agreed with the customer as early in the complaint process as possible.

Further information: Our aim is to make the complaint policy accessible to all our customers and we will publish guidance on our website and as part of regular communication as to how to make a complaint. Customers can also speak to any colleague for further guidance in making a complaint.

9. **Legislative Requirements:** by following this policy, it ensures that Bromford complies with:

- New Homes Quality Board Code of Practice

10. Assurance Framework:

We will monitor compliance with this policy through regular self-assessment, internal audit, and performance measures. Regular reporting will be provided to Board, senior leaders, and Communities Influence Network to support learning from complaints and to promote the open and transparent use of information to access performance and risks.

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