

# COMPLAINTS PROCEDURE



## OUR AIM:

We endeavour to build homes to the highest standards and aim to deliver the best possible customer journey. However, in an industry where there are hand-finished processes and many human interactions, we appreciate that from time-to-time things do go wrong and so we take all complaints seriously. If you have a complaint, please let us know so that we may have the opportunity to resolve the issue and learn from it.

However, any matter or issue reported for the first time or where we have not had the opportunity to investigate or resolve the problem will not be considered a complaint nor will everyday matters such as the initial reporting of snags or faults or chasing such repairs.

## Informal Complaints

In our experience, most issues can be resolved informally and quickly through our After Sales Procedures and Customer Care Team and you will be happy with the outcome. However, if you are dissatisfied with our service, for example, because we have failed to do a repair, executed it badly or you feel you have been treated discourteously or unfairly, then you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

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### ➤ STAGE 1, THE COMPLAINT AND WRITTEN ACKNOWLEDGEMENT

You should first submit your Complaint by email to [customercare@mcdermotthomes.co.uk](mailto:customercare@mcdermotthomes.co.uk) or in writing addressed to Complaints, McDermott Homes, Jupiter House, 1 Mercury Rise, Altham Business Park, Altham BB5 5BY. We will provide a written acknowledgement within 2 working days after the Complaint start date.

The complaint start date is the first working day it is received by our customer care team.

### ➤ STAGE 2, DETAILED RESPONSE

The Customer Care Manager will investigate your concerns and consult with the Construction, Sales or Technical departments including at director level, as appropriate and provide you with a detailed response within 20 working days after the Complaint start date. The response will include either:

- a) **An acceptance of the Complaint** and what action we are going to take to resolve the issue raised including the estimated timescale for the work required to resolve the issue(s) raised. The time may vary depending on, for example, the nature of the issues raised, investigation work needed, the lead time for sourcing materials, and the preparation work needed.
- b) **A rejection of the Complaint** and details of the reason why the Complaint has not been accepted.
- c) **Details of further investigation work necessary** to determine the outcome of our decision to accept or reject the Complaint, including timescales.

In this instance we will provide you with a written final response as soon as possible after any further investigations have been carried out and that it will set out what part(s) of the Complaint we agree with as well as (where appropriate), what part(s) of the Complaint we disagree with and why.

When it becomes apparent that there is added complexity, we will agree a suitable extension of the timescale with you directly. We will then agree the method and frequency of contact with you, so that we keep you updated of our progress.

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If 20 working days after the complaint start date we need more time to investigate the matter or carry out correction work, we will write to provide you with an update including an estimate of how long we will need to reach a decision and explain what further steps are needed and why. If further investigation work or correction work is needed, we will explain what further steps are needed again with timescales.

If, unusually, your complaint remains open 40 working days after the complaint start date, then we will write with an update as above and then continue to update you every 4 weeks until the matter is resolved.

Once a complaint has been resolved, we will send a closure response which confirms what action has been taken.

## ➤ STAGE 3, RESPONSE APPEAL

If you are not happy with the response received following your initial submission, you should let us know your reasons, again in writing, by email to [customercare@mcdermotthomes.co.uk](mailto:customercare@mcdermotthomes.co.uk).

Our Customer Care Manager will acknowledge receipt within 2 working days and then formally consult with the Departmental Director(s) and/or Managing Director as appropriate and provide you with our formal final written response within a further 10 working days.

## ➤ STAGE 4, IF THE COMPLAINT BECOMES A DISPUTE

If we cannot reach an amicable resolution to the Complaint with you within 56 calendar days of the Complaint start date, then you may wish to refer the matter for an independent review to either The Dispute Resolution Service offered by your Home Warranty Body, (NHBC or Premier Guarantee) and/or the Independent Dispute Resolution Scheme available under the Consumer Code for Home Builders.

The same applies if defective, faulty, or incomplete works or issues are not resolved within timescales previously agreed between yourself and McDermott Homes or if you do not receive any response from McDermott Homes within 20 days of your complaint being made.

Any dispute concerning the construction of the property shall first be referred to the Home Warranty Body to be resolved under their Dispute Resolution Scheme. If the issue is not covered by your New Homes Warranty, the Home Warranty Body may provide you with details about the Consumer Code's Independent Dispute Resolution Scheme.

Using our Complaints Procedure or either Dispute Resolution Scheme **DOES NOT AFFECT YOUR NORMAL LEGAL RIGHTS.**

## INDEPENDENT DISPUTE RESOLUTION SCHEME UNDER THE CONSUMER CODE FOR HOME BUILDERS

A Dispute may only be brought to the Independent Dispute Resolution Scheme offered by the Consumer Code for Home Builders after 56 days have passed since the first working day on which the Complaint was first received and no later than 12 months after our 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 Home Buyers.

*The complaints procedure V1.4 was last updated January 2024. It is subject to review and maybe updated from time to time.*

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## CONTACT DETAILS

### MCDERMOTT HOMES

Telephone: 01282 774586

Email: [customercare@mcdermotthomes.co.uk](mailto:customercare@mcdermotthomes.co.uk)

Website: [www.mcdermotthomes.co.uk](http://www.mcdermotthomes.co.uk)

McDermott Homes, Jupiter House, 1 Mercury Rise, Altham Business Park, Altham, BB5 5BY

### HOME WARRANTY SERVICE PROVIDERS

#### National Home Building Council (NHBC)

Telephone: 0800 035 6422

Email: [claims@nhbc.co.uk](mailto:claims@nhbc.co.uk)

Website: [www.nhbcc.co.uk](http://www.nhbcc.co.uk)

NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP

#### Premier Guarantee

Telephone: 0800 107 8446

Website: [www.premierguarantee.com/homeowners](http://www.premierguarantee.com/homeowners)

Premier Guarantee, 2 Shore Lines Building, Shore Road, Birkenhead, Wirral, CH41 1AU

### CONSUMER CODE FOR HOME BUILDERS

Telephone: 0345 608 9797

Email: [enquiries@consumercode.co.uk](mailto:enquiries@consumercode.co.uk)

Website: [www.consumercode.co.uk](http://www.consumercode.co.uk)

Consumer Code for Home Builders, Westgate House, Royland Road, Loughborough, Leicestershire, LE11 2EH.