

# WE'RE HERE TO HELP...

At Redrow, we offer a better way to live. That means all our properties are finished to the highest standard and we'll go out of way to make sure you enjoy life in your new home. Still, we understand that sometimes things can go wrong.

If anything does, make sure you let us know and we'll try to put things right.

## OUR COMPLAINTS PROCEDURE AND TIMELINES

If you choose to make a complaint to our teams, we'll investigate fairly and get a response to you as soon as we can. We know any problems with your home can be stressful, so we'll make sure to personally acknowledge your complaint within two days and provide an onward plan in no more than ten.

We aim to resolve complaints within 30 days. If this is not possible we will keep you fully updated.

Once you've registered your complaint with us, a member of the team will look into your concern and keep you updated as it makes its way through our process. There's no need to follow up, we'll contact you as soon as we have a solution.

### WHERE TO START?

If you haven't previously raised the issue with your local divisional office that is the place to start, as the team there is best placed to provide an effective and efficient solution.

For an issue relating to sales we suggest you contact your sales consultant, or if you're unsure of the best route you can reach out to the Customer Services team. Alternatively, you can complete the online form available and we will get this to passed to the most appropriate person to deal with it for you.



## WHAT NEXT?

If you raised your initial complaint with a member of the local team and you are unhappy with the outcome, the next step is to begin a formal complaint with the Redrow team. There are three stages to this – it's important you follow each one starting at stage one to get your problem resolved as quickly as possible.

### STAGE ONE:

Your local Head of Department

Complete and submit an online complaint form. This will be directed to the local management team, who are best placed to deal with any issues relating to your home, development or any recent communications. Your complaint will be investigated by the appropriate Head of Department at the divisional office.

### STAGE TWO:

Your local MD

If your local team have been unable to resolve the issue, the next step is that a review is completed by the local Managing Director.

### STAGE THREE:

Your regional Chief Executive

If you're still not satisfied the final step is an independent review by the Regional Chief Executive. A full conclusion will be shared with you, including Redrow's final position on the matters raised.

We'll do everything we can to resolve your problem, but if we've been unable to reach a resolution after completing the above steps, you may wish to refer to your home warranty provider's dispute and resolution service, the New Homes Quality Board Code of Practice or the New Homes Ombudsman. Please note that this is only appropriate for all homes reserved after October 04th 2022; for reservations prior to this the relevant Consumer Code will be available to you within your reservation documentation.

*If your complaint relates to allegations of breach of contract, mis-selling, or a breach of your consumer rights, your complaint may be referred to Redrow's internal Legal Department, and you will be advised of this. A response from our Legal Department is not subject to the complaint procedure timescales, and will instead be dealt with in accordance with the relevant civil procedures.*



## WHAT TO INCLUDE

It's easy to forget the little things when making a complaint, but these make the process a lot smoother for both you and our teams. The complaint form will require you to supply us with the following information:

- Your name, address and contact details
- A clear description of your complaint
- An overview of your issue
- If you have been in touch with us previously regarding this issue and the name of the colleague you last spoke to
- What outcome you are hoping for
- Any supporting evidence (e.g. photographs or documents)
- Your preferred contact method (e.g. email or phone)



## SO, THERE'S AN ISSUE YOU'D LIKE TO RAISE WITH THE REDROW TEAM...

Firstly speak to the divisional team, they may have an easy solution. Contact details can be found on [redrow.co.uk](http://redrow.co.uk) for all our divisional offices

### BEGIN A FORMAL COMPLAINT...

#### STAGE ONE:

Complete an online complaint form and this will be reviewed and investigated by the appropriate local Head of Department.

Has your problem been resolved?

YES

NO

#### STAGE TWO:

Complete an online complaint form. Remember to quote your reference number from stage one and tell us why you remain dissatisfied. This will then be passed to the local Managing Director for review.

Has your problem been resolved?

YES

NO

#### STAGE THREE:

Complete the online complaint form. Remember to quote your reference number from stage two and tell us why you remain dissatisfied. This will be passed to the Regional Chief Executive to independently review your concerns. We'll send you a full response of Redrow's conclusion.

Has your problem been resolved?

YES

NO

We're so glad we could help!

If you ever have anything else to raise with us, don't hesitate to get in touch.

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