

Telford Homes Complaints Policy

1. Introduction

Telford Homes takes great pride in providing consistently high levels of customer service. We do, however, accept that from time to time there may be situations where a customer is dissatisfied and may need to escalate a complaint. This policy outlines the process to handle complaints in a prompt, fair, and transparent manner, in line with National Homes Quality Board (NHQB) standards.

2. Purpose

This policy aims to:

- Ensure that complaints are handled fairly, consistently, and efficiently.
- Outline a clear process for customers to follow should they wish to raise a complaint.
- Establish expectations for communication, timelines, and potential resolutions.

3. Scope

This policy applies to all Telford Homes' customers who have purchased or are in the process of purchasing a property from us.

4. Definition of a Complaint

A complaint is any expression of dissatisfaction with our product, service, or conduct that requires a response or resolution.

5. Submitting a Complaint

Customers can submit complaints via telephone, email, or face-to-face. Additionally, all complaints must be put in writing and addressed to:

Estates and Customer Service Director
Telford Homes Ltd
Telford House
Britannia Road
Waltham Cross, Herts
EN8 7TF

Please include details of the issue, relevant documentation, and preferred contact information.

6. Complaint Handling Process

A) Acknowledgment and Written Response

- Once received, a written response to the complaint will be provided within 5 working days. This response will outline our understanding of the complaint or dispute.

B) Investigation and Assessment

- Telford Homes will undertake an internal investigation of the complaint. Within 15 working days of receiving the written complaint, we will update you on the outcome of our investigation and any actions to be taken.
- If we are unable to resolve the issue within this timeframe, we will provide reasons for the delay and give an estimated timescale for completion.

7. Escalation Process

If the handling of your complaint remains unsatisfactory, you may escalate it by addressing it to:

Head of Development Management
Telford Homes Ltd
Telford House
Britannia Road
Waltham Cross, Herts
EN8 7TF

The Head of Development Management will conduct a separate review of your case.

If your complaint remains unresolved after the escalation process, you may choose to escalate it to the National Homes Quality Board (NHQB) for independent review.

8. Data Collection and Continuous Improvement

Telford Homes reviews complaints on an ongoing basis to identify trends and areas for improvement. We are required to report annually to the NHQB on the nature and resolution of complaints as part of our commitment to quality and service standards.

9. Contact Us

For any questions regarding this policy or to provide feedback on our complaints process, please contact us at
Telford Homes Ltd,
Telford House
Britannia Road
Waltham Cross, Herts
EN8 7TF

10. Policy Review

This policy will be reviewed annually to ensure compliance with NHQB standards and to incorporate any updates as needed to improve our complaints handling process.



David Neuman
Director
Telford Homes Limited