



NEW HOME OWNERS COMPLAINTS PROCEDURE

HOW WE DEAL WITH YOUR COMPLAINTS

In the event you have a complaint about any issue, please can you follow the below

1 In the first instance please send in your complaints to Andrew Shaw on email

andrew@jpwildltd.co.uk mobile number is 07958144671

2 We will then acknowledge your email of complaint within 48 hours

3 Following this , we will then arrange to reply back to yourself within 10 days with our detailed response

Prior to this , in some circumstances we may require a site visit and access to your home, so we can assess

the situation , which we can agree at your convenience

4 If we agree that the complaint needs to be resolved by ourselves , we will detail in our reply what we intend to do

and the timescales of rectifying the issue , our aim will be resolve any works within 3 weeks , if after our detailed response

and the response is accepted by the customer. The timescale is subject to any long lead in times for materials if required

5 We may also disagree with your complaint , should this be the case , an explanation for why will be detailed in our response

6 We reference to point 5 , if this is not satisfactorily for yourselves , after discussions have concluded you have the option to

contact the warranty provider Premier Guarantee (www.premierguarantee.com) and /or consumer code

(www.consumercode.co.uk) and their independent dispute resolution scheme to seek their opinion on the matter / advice.

Contact details are as provided within the pack

Please note on the consumer code a dispute may be brought to the independent dispute resolution scheme after 56 calendar days have passed since the complaint was first raised and no later than 12 months after the builders' final response to the complaint. If we fail to complete your complaint within the timescale agreed , then this can be raised as a dispute