



## Customer Complaints Policy

In the event that you are dissatisfied  
With any aspect of the service you  
Have received from us, or have  
Specific concerns relating to your  
Home, we would request that you  
Refer to the following procedure.

Most complaints can be dealt with by  
Contacting our dedicated customer service  
Team.

When contacting us please  
Provide us with your full contact  
Details and as much information

As possible, email preferred so  
all of your concerns are captured.  
This will ensure that we are able  
To respond to you quickly and  
Fairly.

If you are not satisfied that the matter has  
been resolved satisfactorily, we would  
advise you to escalate the matter to our  
Head Of Customer Services, who will  
investigate and, where necessary, pass the  
complaint to the Director responsible.

Please forward your complaint to your  
customer care team and they will log the  
complaint formally and pass for review to  
the Head Of Customer Service.

You may wish to make your complaint in  
the following ways:



## How do we deal with your complaint?

We will acknowledge your complaint within three working days, and we will endeavour to respond within 10 working days.

Once your complaint is acknowledged and passed to either our Customer Service Department, Head Of Customer Service or the Director responsible for managing your complaint, we will do our best to:

- Fully investigate, which may necessitate obtaining further information from you
- Keep you advised of the progress where relevant
- Do everything we can to resolve the complaint



## What to do if you remain unsatisfied

If you are a homeowner and are not satisfied with our final response to your complaint, you may refer the matter to either your warranty provider, (in most cases this will be the NHBC or LABC) or where appropriate you may refer it to the Consumer Code Independent Dispute Resolution Scheme, [www.consumercodeforhomebuilders.com](http://www.consumercodeforhomebuilders.com). Your legal rights are not affected by this process.

### **Drew Smith Limited**

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