



Compliments, Complaints & Escalation

Compliments

If there is a particular aspect of your sale, new home or service received that stood out to you, please let us know! Your feedback helps us ensure every new homeowner will be happy in their new home, feedback can be sent to sales@bramptonvalleyhomes.co.uk

Customer Complaints

Should you wish to make a complaint, please submit this in writing to the Customer Care Manager via email or letter to the below addresses

customercare@bramptonvalleyhomes.co.uk

Brampton Valley Homes, Brampton House, 19 Tenter Road, Moulton Park, Northampton, NN3 6PZ

The Customer Care Manager will acknowledge this within 5 working days, and will then review and issue a detailed response to the complaint in writing within 20 working days from receipt.

Escalation

If you remain unsatisfied with the response and/or resolution offered by Customer Care, your complaint will be escalated to the Construction Director. This can be completed internally by Customer Care or via email to sales@bramptonvalleyhomes.co.uk or letter addressed to our Head Office. The Construction Director will then review and aims to respond to the complaint in writing within 28 working days from receipt.

Please note:

All complaints must be reviewed by Customer Care in the first instance and decisions made by the Construction Director are final.



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Further advice

Should a customer remain unsatisfied with Brampton Valley Homes' final response, they can refer the dispute directly to the NHBC's Resolution Service, or to the Independent Dispute Resolution Scheme (or both) as appropriate if:

1. The Buyer does not receive a response from the Builder within 20 working days.
2. The Buyer cannot reach an amicable resolution to the complaint with the Builder within 56 calendar days.
3. The defective, faulty or incomplete works or issues arising are not resolved within timescales agreed between the Buyer and the Builder.

NHBC (Warranty Provider)

Telephone: 0800 035 6422

Email: claims@nhbc.co.uk

Website: www.nhbc.co.uk

Independent Dispute Resolution Scheme (IDRS)

Website: www.cedr.com

Telephone: 020 7356 6150

The Buyer will need to request the application form from the Home Warranty Body (NHBC), who will send it to you.



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Further advice continued

Please note:

Using Brampton Valley Homes' Complaints Procedure or the Independent Dispute Resolution Scheme does not affect the Buyer's normal legal rights (if the issue is not covered by the warranty provider [NHBC], The warranty provider may supply details for the Independent Dispute Resolution Scheme).

Also, a dispute may be brought to the Independent Dispute Resolution Scheme after 56 calendar days have passed since the Buyer first raised the Complaint with the Builder and no later than 12 months after the Builder's final response to the Complaint.

The Independent Dispute Resolution Scheme can only deal with matters that fall within the scope of the Consumer Code as detailed within the section detailing the Scope of the Code (pages 9-10).



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