



Complaints Procedure

All of us at Strongvox are committed to providing you with the best possible customer service from the moment you reserve your new home, right through to the day you move in and beyond, during the period of your 2 year Strongvox Guarantee. Sometimes, things can go wrong. If something happens which you are not happy with, please tell us and we will always do our best to make things right wherever we can.

If you are in the process of buying a new Strongvox home but have not yet completed its purchase, please contact your relevant Sales Advisor in the first instance. If you already own your new home, please direct your complaint to our Customer Care Team, providing full details of what we can help with. You can reach our Customer Care Team by emailing customer care@strongvox.co.uk or by telephoning 01823 446194 between 8:30am and 5pm on working days (usually Monday to Friday, excluding Bank Holidays). You can also write to us at Strongvox Limited, Strongvox House, Blackbrook Park Avenue, Blackbrook Business Park, Taunton, Somerset TA1 2PX.

The majority of complaints are resolved at an early stage, but if you are unhappy with the way your complaint has been handled you can request for it to be escalated to the Director of the relevant department. You will then receive:

- a written acknowledgement of your complaint within five working days of the complaint being made
- a more detailed response from us within 20 working days of your complaint being made. Where applicable, this response will include what action we will take, if any, to resolve your complaint
- an estimated timescale to resolve the issue(s) being raised, or
- a rejection of the complaint and details of the reason(s) why the complaint is rejected.

In the unlikely event of a complaint becoming a dispute, you may refer it direct to the Independent Dispute Resolution Scheme or the Consumer Code for Home Builders, the Home Warranty Body we subscribe to, (or both) as appropriate:

- if you do not receive any response from us within 20 working days of your complaint being made
- if we cannot reach an amicable resolution to the Complaint within 56 calendar days of your complaint being made
- if defective, faulty or incomplete works or issues arising are not resolved within timescales agreed between us and you.

Using our Complaints Procedure or the Independent Dispute Resolution Scheme does not affect your normal legal rights. If the issue is not covered by the New Home Warranty, the Home Warranty Body may give you details about the Code's Independent Dispute Resolution Scheme. A dispute may be brought to the Independent Dispute Resolution Scheme after 56 calendar days have passed since you first raised your complaint with us and no later than 12 months after our final response .

Consumer Code for Home Builders

We adhere to the Consumer Code for Home Builders, which is an industry-led scheme that sets out the standards and best practices for home builders and home buyers. The Consumer Code covers the entire home buying process, from pre-contract information and reservation agreements to after-sales service and dispute resolution. Find out more about it at consumercode.co.uk