Pocket Living Complaints Handling Procedures – Customer Care

We pride ourselves on having the same high standards of care into looking after our customers as we do building our homes. We want to ensure that every customer is given the best service that we can possibly offer throughout their entire experience with Pocket. However, we do appreciate that sometimes things can go wrong, and we take complaints very seriously. Therefore, Pocket Living are a Registered Developer with the New Homes Quality Board (www.nhqb.org.uk) and comply with the New Homes Quality Code.

If you do have a complaint, we do ask you to let us know so that we may have the opportunity to resolve the issue as quickly as we can for you and so that we may learn from it.

Reporting an issue:

Although we hope you will not have any problems after you move into your new home, our commitment continues after your sale has been completed.

A complaint may relate to:

- Failed to provide a service
- Inadequate standard of service
- Dissatisfaction with a policy implemented by Pocket Living
- Problem with a member of staff or contractor
- Delays in responding to enquiries
- An unresolved issue
- Incorrect or misleading advice or information
- Unfairness, bias or prejudice in service delivery

Informal complaints:

If you are able to resolve any issue informally with our customer care team and are happy with the outcome, then you don't need to use our formal complaints procedures. If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

Formal complaints process:

We have a robust process to ensure that your complaint is properly investigated and followed up:

- Please raise your complaint with complaints@pocketliving.com
- We will acknowledge all complaints within 5 calendar days of the complaint initiation date*.
- We will investigate your concerns and send a response which details our proposed pathway to resolution within 10 calendar days of the complaint initiation date*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.
- We will send a full complaint assessment response by no later than 30 calendar days. If the complaint has been resolved, this will confirm what steps were taken.
- If the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution. We will update you at least every 28 days.
- Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.
- In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date*, we will send a further response to provide information on what has caused the delay, what are the next steps and the anticipated date for resolution. We will also keep you updated no less than every 28 days until the matter is resolved.
- We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to any dispute resolution service offered by your warranty provider, or the New Homes Ombudsman Service: www.nhos.org.uk/customers
- It is within the New Homes Ombudsman Service discretion to decide when or if to accept a complaint, in accordance with the Scheme Rules. The New Homes Ombudsman Service can accept complaints that have arisen from the point of reservation through to legal completion, as well as from two years after legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider, if relevant.

*The complaints initiation date (CID) is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will the following Monday (excluding public holidays).