Pocket Living complaints procedure - Sales

Our Pocket Sales Team is knowledgeable, friendly and passionate about what we do. To ensure that every customer has the best possible experience of purchasing (and owning) a Pocket home, our team is encouraged to use common sense and discretion in responding to individual situations.

If a customer is unhappy with something, we will do our best to resolve any issues as quickly as we can. Often, an initial complaint can be resolved without escalating into a formal complaint. This document sets out how we address initial complaints, escalations and formal complaints.

When handled well, complaints can provide our customers with a form of redress when things do not go according to plan. Responding positively to complaints allows us to improve customer satisfaction and implement better policies and procedures going forward. We know this approach will make us better at what we do and help us in continuous improvement.

What is a complaint?

Pocket defines a sales complaint as:

An expression of dissatisfaction in relation to the purchase of a Pocket home with regard to our action or lack thereof, or about the standard of service provided by or on behalf of Pocket Living.

A complaint may relate to:

- Failure to provide a service
- Inadequate standard of service
- Dissatisfaction with a policy implemented by Pocket Living
- Failure by Pocket Living to follow the appropriate administrative process
- Unreasonable delays in responding to enquiries and requests
- Lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- Unfairness, bias or prejudice in service delivery
- A member of staff or recommended solicitor or recommended Independent Mortgage Advisor

A complaint cannot be:

- A routine first-time query or request for a service
- A request for compensation only

- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already confirmed that it has been closed.

Complaints procedure:

Stage 1 – Initial Complaint / Frontline Resolution

If you're unhappy with our service and you would like to make a complaint, you or someone acting on your behalf should raise this with either your Sales Consultant or our Sales Team at sales@pocketliving.com.

Frustrations can often be settled relatively quickly between a purchaser and our team without the need to go through the formal complaints process. We will always try to resolve your initial complaint as quickly as possible.

Stage 2 – Escalation

If you are unhappy with the response to your initial complaint and would like to take the matter further, you can request that it is escalated to a senior member of the Sales Team.

At this stage, your complaint will be reviewed fully and further details will be requested if required. We will acknowledge a complaint within one working day and aim to provide a full response within 10 working days.

Stage 3 – Formal Complaint

We hope we can resolve most matters without the need for further escalation but if your complaint cannot be settled informally, please send an email to complaints@pocketliving.com outlining your complaint, providing full detail on why you think you have received an unsatisfactory level of service from Pocket Living.

Please make your complaint as specific and detailed as possible. The more information you can provide about what you are unhappy with, the easier and quicker it may be to resolve the issue. Please also help us by letting us know how you think we could do better next time.

1. The formal complaint will be acknowledged within five calendar days of the formal Complaint Initiation Date (CID).* This will then be reviewed by a member of our senior management team.

2. We will investigate your concerns and send a written response within 10 calendar days of the CID, outlining how we will investigate the complaint, along with the next steps and anticipated timescales.

3. We will send a full complaint assessment response no later than 30 calendar days from the CID, which will identify any separate elements of the complaint.

   If the complaint has been resolved, this will confirm what steps were taken to do so and any changes we have implemented to improve our policies and procedures moving forward.

   In the event that the resolution is still underway, the response will detail the estimated time within which a decision will be reached and an explanation as to what further steps are required and why. If further investigation is required, we will also let you know when the next update will be provided (which will be within 28 calendar days).

   If a complaint is not accepted, we will give an explanation for this decision along with information about any recommended engagement with any applicable resolution service and / or information about how to refer a matter to a New Homes Ombudsman Service (if applicable).

4. In the very unlikely event that the complaint remains unresolved after 56 calendar days of the CID, we will send a further response including a summary of what action has been taken to date; details of what remains outstanding, a reason why, and the actions still to be taken; an estimated timescale for resolution and confirmation of the frequency with which further updates will be provided until resolution (which will not be more than 28 calendar days apart).

5. Once the investigation of the formal complaint is completed, which could be at any stage following the CID, we will send confirmation of the closure of the complaint. This will set out all separate elements of the complaint and confirm that these have been investigated and are now considered to be resolved. It will also include information on how to refer matters to the New Homes Ombudsman Service (if applicable), if you remain dissatisfied with the investigation and response.

We will always aim to resolve matters without the need for further escalation. If your complaint is not resolved in accordance with this procedure, however, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to a New Homes Ombudsman Service.

The New Homes Ombudsman Service can deal with matters that fall within the scope of the New Homes Quality Code.** It is within a New Homes Ombudsman Service's discretion to decide when or if to accept a referral to it, in accordance with a New Homes Ombudsman Service's scheme rules. You can refer a complaint that arose from the point of reservation through to legal completion and within the first two years following completion to a New Homes Ombudsman Service if the issue remains

unresolved 56 calendar days after the CID or we have issued our final written response (and no later than 12 months after the closure letter).

We will co-operate with any request from a New Homes Ombudsman Service to provide all relevant information where a customer has asked for a complaint to be reviewed.

Using our complaints procedure or the New Homes Ombudsman Service does not affect your legal rights.

Queries:

For any questions regarding our sales complaints procedure, please contact sales@pocketliving.com.

To contact the New Homes Ombudsman Service, visit www.nhos.org.uk.

*The Complaint Initiation Date (CID) is the first working day after a complaint is received. As such, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID is the following Monday (excluding public holidays).

**You will be eligible to refer your complaint to the New Homes Ombudsman Service if you have purchased a home at any of the following Pocket schemes which are registered under the New Homes Quality Code: Woodside Park N12, Forest Road E17 or Sheepcote Road HA1. Other schemes will have other escalation routes available to them, usually via the Consumer Code, but please contact us for further guidance.

August 2026