

LANGRIDGE — HOMES —

Complaints Handling Procedures

We put the same high standards of care into looking after our customers as we do into building our homes. However, we do appreciate that sometimes things can go wrong and so we take complaints very seriously. We comply with the consumer 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 for you and 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.

If you have a complaint that we have:

- Failed to do something we should have done
- Done something badly
- Treated you unfairly or discourteously

Then please do contact us and allow us the opportunity to put it right.

Informal complaints:

If you are able to resolve any issue informally with our office and are happy with the outcome, then you need not 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 aftersales@langridgehomes.com
- We will acknowledge all complaints within 5 working days of the complaint initiation date.
- We will investigate your concerns and send a response which details our proposed pathway to resolution within 20 working 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 working days. If the complaint has been resolved, this will confirm what steps were taken. In the event that the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution.
- 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 working 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 30 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 Consumer Code.

13.5.24

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