



NU living Customer Complaints Procedure

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Contents	<i>Page</i>
• Purpose	• 2
• Procedure	• 2

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PURPOSE

- To document the formal complaints process for customers of private sale homes.

PROCEDURE

- NU living aims to provide the highest level of service to all of our customers at all times.
- We understand that there will be occasions when we do not meet your expectations.
- If this is the case, and our efforts to put things right still leave you dissatisfied, you can make a formal complaint.
- In order to do so, please write to:

Customer Care (Complaints)
NU living
3 Tramway Avenue
Stratford
E15 4PN

- We will acknowledge the receipt of your complaint in writing, within 5 working days, and in the first instance it will be considered by one of the NU living Directors.
- They will respond to you directly within 10 working days of acknowledging your complaint, outlining their findings.
- If your complaint is a complex one, or one which covers a number of issues, the director allocated to respond to your complaint may telephone you in advance of responding in writing to you to ensure that we fully understand the complaint.
- If you remain dissatisfied following this response, you can escalate your complaint to the Executive Director of NU living who will respond to you in writing within the same timescales noted above.
- If after exhausting our complaints procedure you still remain dissatisfied, then you have the option of referring your complaint for independent resolution through the Consumer Code for Homebuilders.
- In order to do so you should contact your home warranty provider (details are within your moving in pack - this is likely to be NHBC or LABC – websites are noted at the end of this procedure) and obtain an application form to progress this.

- Some useful information sources for this process are as follows:
 - <http://www.nhbc.co.uk/>
 - <http://www.labc.co.uk/>
 - <http://consumercodeforhomebuilders.com/>