



## Complaints Procedure

At Amherst Homes we will always do our best to resolve any issues raised in a satisfactory, timely manner, however if you feel that we have:

- 1) Failed to do something we should have done, or
- 2) Done it badly, or
- 3) Treated you unfairly or discourteously, or
- 4) Not resolved or suitably progressed an issue or service request in a timely manner.

Then please do raise it with us and allow us the opportunity to investigate, and if it is our responsibility, to put it right, this can be done following our complaints procedure below:

- 1) Put the details and nature of the complaint in writing to our Customer Care Team
- 2) We will acknowledge within 48 working hours and respond in writing within 10 working days.
- 3) If our response is not acceptable the customer should write to the Head of Customer Care stating, why that is the case.
- 4) We will again acknowledge within 48 working hours and respond in writing within 10 working days.
- 5) We will always do our best to deal with our customers in a fair and reasonable manner. If you are still unhappy with our response, you may wish to consult the Consumer Code ([www.consumercode.co.uk](http://www.consumercode.co.uk)) or your Home Warranty provider.