



Customer Complaints Procedure

K W Bell Group Limited T/A Bell Homes are committed to delivering the highest standard of design, construction, and service to every customer. We are delighted that a very large proportion of our customers are extremely happy with their new homes. However, despite the care we take, we know that sometimes things can go wrong. When they do, we take complaints very seriously and will do everything we can to resolve issues quickly. The Customer Complaints Procedure detailed below is in place to ensure concerns can be addressed efficiently:

- We will provide a written acknowledgement of the complaint within five working days of the complaint being made.
- We will provide a more detailed response within twenty working days of a complaint being made. Where applicable, the response will include one or more of the following:
 - An acceptance of the complaint and what action we are going to take to resolve the issue(s) raised.
 - An estimated timescale for the work required to resolve the issue(s) raised. The time may vary depending on, for example, the nature of the issues raised, investigation work needed, the lead time for sourcing materials, and the preparation work needed.
 - A rejection of the complaint and details of the reason(s) why the complaint is rejected.
 - Details of any further investigation work necessary to determine the outcome of the decision to either accept or reject the complaint, including timescales. A written final response will be provided as soon as possible after any further investigation has been carried out and that it will set out what part(s) of the complaint we agree with as well as (where appropriate), what part(s) we disagree with and why.

- If the complaint becomes a dispute, you may refer it direct to the Independent Dispute Resolution Scheme or the Home Warranty Body (or both) as appropriate:
 - if you do not receive any response from us within 20 working days of a complaint being made
 - if you cannot reach an amicable resolution to the complaint with us within 56 calendar days of the complaint being made
 - if the defective, faulty, or incomplete works or issues arising are not resolved within timescales agreed.
- Using the complaints procedure or the Independent Dispute Resolution Scheme does not affect your normal legal rights. If the issue is not covered by the New Home Warranty, the Home Warranty Body may give you details about the Consumer Code's Independent Dispute Resolution Scheme.
- A dispute may be brought to the Independent Dispute Resolution Scheme after 56 calendar days have passed since you first raised the complaint with us and no later than 12 months after our final response to the complaint.

We feel it is important the people dealing with your complaint are those best placed to do so efficiently. Set out below is who will deal with your complaint :

- Our Customer Service Department (customerservices@kwbell.co.uk) and relevant colleagues are best placed to help you should you have any concerns related to our service or your home and will deal with your complaint in the first instance.
- If you remain dissatisfied, your concerns will be passed to the Managing Director, who will provide the company's final response.
- If you remain dissatisfied after this response and wish to pursue the matter further, the matter will need to be raised by you with the Independent Dispute Resolution Scheme