



CUSTOMER COMPLAINT PROCEDURE

Cotswold Homes takes its responsibilities and duties under the Consumer Code for Home Builders seriously.

To ensure clarity and communication at all times, the Sales Consultant completes and provides a Reservation Checklist to all purchasers at the point of reservation. This includes contact details for the specific Sales Consultants dealing with the development.

For complaints during the purchase of the property, the Sales Consultant aims to resolve any complaint and the entire sales team is kept informed.

In the unlikely event that a matter cannot be resolved by discussion with your Sales Consultant, the following procedure is in place.

- The client is advised to put the complaint in writing to sales@cotswoldhomes.co.uk
- If the complaint is not resolved the Sales Consultant will escalate the complaint to the Senior Sales Consultant who will aim to resolve the complaint. The entire sales team is kept informed.
- If the complaint is not resolved it is escalated to the Sales Director.

Following Legal Completion:

- The client is advised to put the complaint in writing to customercare@cotswoldhomes.co.uk
- The Customer Care Team will respond within 5 working days, with a more detailed response within 20 working days.
- Contact details for emergencies are provided on your Welcome Letter.

Direct email and telephone details are also provided for any non-urgent matters arising and actioned by our Customer Care department customercare@cotswoldhomes.co.uk

