



## COMPLAINTS PROCEDURE

Thank you for reaching our complaints procedure.

First and foremost, at Esquire Developments our main aim is to deliver a quality home and service to all of our clients, at every stage of the process. If, for any reason, we are dissatisfied with the level of service you have received, we would like to be given the opportunity to investigate further.

Esquire Developments take all complaints seriously, therefore we hope the following information will guide you through the process and to ensure your issue is being dealt with correctly.

In the first instance of raising your complaint, you should contact the following:

### A complaint regarding matters of your purchase, prior to completion:

| <b>Sales Executive at your development</b>             |                                                                                                                                                                                                                                                          |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Please issue the email to your direct Sales Executive. | To guarantee that your complaint is actioned immediately and logged correctly, please ensure that your complaint is formatted as the below:<br><br>Subject: <b>COMPLAINT – [insert title/s &amp; surname/s] – [insert plot number &amp; development]</b> |

### A complaint regarding matters of your progression, exchange, notice & completion:

| <b>Ellie Thorne<br/>Assistant Sales Manager</b>                                                                                                           |                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ethorne@esquireddevelopments.com<br><br>Esquire Developments,<br>Studio 3, The Old Laundry,<br>Green Street Green Road,<br>Longfield,<br>Kent,<br>DA2 8EB | To guarantee that your complaint is actioned immediately and logged correctly, please ensure that your complaint is formatted as the below:<br><br>Subject: <b>COMPLAINT – [insert title/s &amp; surname/s] – [insert plot number &amp; development]</b> |

### A complaint regarding matters after completion:

| <b>Rebecca Burbridge<br/>Customer Care Manager</b>                                                                                                           |                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| rburbridge@esquireddevelopments.com<br><br>Esquire Developments,<br>Studio 3, The Old Laundry,<br>Green Street Green Road,<br>Longfield,<br>Kent,<br>DA2 8EB | To guarantee that your complaint is actioned immediately and logged correctly, please ensure that your complaint is formatted as the below:<br><br>Subject: <b>COMPLAINT – [insert title/s &amp; surname/s] – [insert plot number &amp; development]</b> |

Once your complaint has been received, the following steps will be taken:

|                                   |                                                                                                                                                                                                                                                 |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Written Acknowledgement</b> | A written acknowledgment of complaint to the client will be issued, no later than 5 working days from the first business day after the Complaint Initiation Date.                                                                               |
| <b>2. Path to Resolution</b>      | <p>A written path to resolution will be provided by Esquire Developments, no later than 10 working days from the Complaint Initiation Date.</p> <p>This will outline how Esquire Developments will investigate and close out the complaint.</p> |

## DISSATISFIED WITH THE INITIAL RESPONSE

If you are still dissatisfied with the resolution to your complaint issue, then you can request for this to then be transferred to a member of the Senior Management Team.

In the second instance of raising your complaint, you should contact the following:

|                                                                                                                                                             |                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Alex Mattingly</b><br><b>Sales, Marketing and Customer Care Director</b>                                                                                 |                                                                                                                                                                                                                                                                 |
| amattingly@esquiredevelopments.com<br><br>Esquire Developments,<br>Studio 3, The Old Laundry,<br>Green Street Green Road,<br>Longfield,<br>Kent,<br>DA2 8EB | <p>To guarantee that your complaint is actioned immediately and logged correctly, please ensure that your complaint is formatted as the below:</p> <p>Subject: <b>COMPLAINT – [insert title/s &amp; surname/s] – [insert plot number &amp; development]</b></p> |

Once your complaint has been received, the following steps will be taken:

|                                                      |                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Written Acknowledgement</b>                    | A written acknowledgment of complaint to the client will be issued, no later than 5 working days from the first business day after the Complaint Initiation Date.                                                                                                                                                               |
| <b>2. Path to Resolution</b>                         | <p>A written path to resolution will be provided by Esquire Developments, no later than 10 working days from the Complaint Initiation Date.</p> <p>This will outline how Esquire Developments will investigate the complaint and will include notifying the client if the complaint may be subject to a resolution service.</p> |
| <b>3. Complaint Assessment &amp; Response Letter</b> | A written complaint assessment and response letter will be issued to the client, no later than 30 working days from the Complaint Initiation Date.                                                                                                                                                                              |
| <b>4. 56 Days Letter</b>                             | If a complaint has not been closed, a client will receive an Eight Week Letter from Esquire Developments, no later than 56 working days from the Complaint Initiation Date.                                                                                                                                                     |
| <b>5. Closure Letter</b>                             | A closure letter to be sent to the client at any stage following the complaint initiation date. This letter will list the items agreed in the Complaint Assessment & Response letter and confirmation that each item has been resolved, together with information about how to refer matters to a New Homes Ombudsman Service.  |



We will always do our best to deal with our customers in a fair and responsible manner. If, however, after going through the steps outlined above, you are still unhappy with our response, you may wish to refer to your Home Warranty provider, Buildzone, under their claims and dispute resolution service. The warranty provider will then either deal with the complaint under the terms of the warranty policy or, if the complaint falls outside their dispute resolution scheme, offer you the opportunity to refer your complaint to the Independent Disputes

Resolution Scheme. Full details of this scheme and its provider are part of the Consumer Code for Home Builders document given to you at reservation. Full details of this Code can also be found by visiting: [www.consumercode.co.uk](http://www.consumercode.co.uk)

### **REFERRALS TO NEW HOMES OMBUDSMAN SERVICE (“NHOS”)**

If your complaint is not resolved or you are still dissatisfied with the resolution, you may refer a dispute to the New Homes Ombudsman Service (“NHOS”). The primary purpose of NHOS is to provide a free and independent service which can impartially assess and adjudicate on issues that have arisen and that fall within the Ombudsman’s scope.

You can refer your complaint to the NHOS after 56 calendar days from the Complaint Initiation Date.

You can contact NHOS by any of the following:

| Contact Details                                                                                                        | Address                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Email: <a href="mailto:Customer.services@nhos.org.uk">Customer.services@nhos.org.uk</a><br>Contact Number: 03308084286 | West Wing,<br>First Floor,<br>Maylands building,<br>200 Maylands Avenue,<br>Hemel Hempstead,<br>HP2 7TG |

Using our complaints procedure or the NHOS does not affect your legal rights.