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# **SPRINGFIELD NORTH GENERAL ISSUES & FORMAL COMPLAINTS PROCESS**

# Prior to Moving Home

# We aim to provide a high standard of service ensuring we take care of our clients with the same attention to detail which goes in to building our homes.

However, we understand that sometimes things may go wrong, and we take all issues and complaints very seriously.

If you should have an issue with your new home or the service that you have received, we ask that you to let us know so that we may have the opportunity to resolve the issue for you.

General Issues

For general issues, your first point of contact should be the Sales Consultant who organised your reservation.

Our Sales Consultants have the support of the organisation to facilitate the resolution of client queries and issues. They are well trained on the company policy and procedures.

If your enquiry has not been resolved or you are not satisfied with the outcome, please contact our Sales Team at our Elgin Office: [SalesSitesNorth@Springfield.co.uk](mailto:SalesSitesNorth@Springfield.co.uk)

* General issues raised will be acknowledged within 5 calendar days and an owner assigned to deal with the issue.
* The owner assigned will then investigate your issue and respond in writing within 10 calendar days.
* We aim to reach a conclusion on general issues within 30 calendar days.

# After You Have Moved Home

Our After Sales Team will take care of you well after your move in date. With every Springfield property we offer 24 hour after sales cover for the first two years after purchasing your home. While we hope that nothing goes wrong, our professional in-house maintenance teams are on hand in case it does.

Our After Sales Team is positioned to resolve any issues swiftly. If you are not satisfied with our service you can log a general issue following the steps below.

Prior to raising your issue, please refer to the client handbook which you will have received when moving into your new home. This provides useful information on what is covered by your warranty and contact details.

General Issues

For general issues your first point of contact should be with our After Sales team at our Elgin Office: [AfterSalesNorth@Springfield.co.uk](mailto:AfterSalesNorth@Springfield.co.uk)

* General issues raised will be acknowledged within 5 calendar days and an owner assigned to deal with the issue.
* The owner assigned will then investigate your issue and respond in writing within 10 calendar days.
* We aim to reach a conclusion on general issues within 30 calendar days.

# Formal Complaints

In the unlikely event that your general issue remains unresolved, prior to or after you have moved home, or you are unsatisfied with our response, you can raise a formal complaint via our website.

All formal complaints will be escalated to our Managing Director who has full and final responsibility to resolve your formal complaint and will be dealt with in line with New Homes Quality Code requirements:

* Formal complaints raised will be acknowledged within 5 calendar days.
* Within 10 calendar days a path to resolution will be provided setting out how we intend to investigate the formal complaint.
* The formal complaint will then be investigated, and a response will be provided within 30 days.
* If the formal complaint is not resolved within 56 days, and you remain dissatisfied with our resolution following our formal complaints procedure, you can escalate your complaint with the New Homes Ombudsman Service.

Please see our website here to access the formal complaint form. [www.thespringfieldgroup.co.uk/contact-us/formal-complaints](http://www.thespringfieldgroup.co.uk/contact-us/formal-complaints).

You can contact the New Homes Ombudsman via their website [www.nhos.org.uk](http://www.nhos.org.uk/) or by calling 0330 808 4286.