

# The Bede Homes Customer Care Promise

Our relationship with you doesn't end when you buy a home from us. However we know that no matter how much care we put into delivering our homes sometimes things occasionally can go wrong and we promise that if you do have a complaint we will try our very best to minimise any inconvenience and resolve any issues at the earliest opportunity

## **Reporting an issue**

We are committed to ensuring that your move is worry free. We undertake a rigorous inspection of your home with you when you move in, and we agree with you any outstanding issues that may need to be addressed. There is an easy to use Clixifix reporting system for any other issues that can arise with any new home and this will be explained to you when you move in, a link to this further can also be found in the Customer Portal.

However if after you have moved into your new Bede Home, there are issues which you feel are still not being resolved please contact [customerservice@bedehomes.co.uk](mailto:customerservice@bedehomes.co.uk)

We hope that we can resolve any issues informally at this stage. However if you still are not satisfied then we would ask you follow our formal complaints procedure.

## **When should you complain?**

You should get in touch if:

- You think we have done something wrong
- We have not done something that we said we would do
- You are not happy with any aspect of our service to you as our customer

## **Formal complaints procedure**

We will ensure your complaint is fully investigated in the first instance. Please address your complaint in writing to [customerservice@bedehomes.co.uk](mailto:customerservice@bedehomes.co.uk) stating you wish to make a formal complaint. We will acknowledge all formal complaints within five days of receipt and aim to reply fully within a further ten working days.

We hope that all formal complaints can be resolved at this stage. However if you still feel that your complaint has not been resolved you can refer your complaint in writing to the Managing Director, Bede Homes, 10 Teal Farm Way, Washington, NE38 8BG. Again we will acknowledge receipt of all complaints within five days of receipt and aim to reply fully within a further ten working days, or if longer the reason for the delay and the time in which you can expect a response.

If after exhausting our complaints procedure you are still not satisfied then you can refer your complaint for independent resolution under the Consumer Code for New Homes. You should contact your Home Warranty Provider and obtain an application form from them. Please note the use of the Consumer Code independent resolution scheme does not affect your normal legal rights

Please note that any new complaints will be referred back to local Management in the first instance in accordance with this complaints procedure

For further information on the Consumer Code for New Homes please see link on website.

All Bede Homes come with the LABC 10 Year Guarantee. See link on website for the LABC Handbook for Homeowners.

