

Customer Complaints Procedure

Evans Homes builds quality homes for people to live, work and relax in. We are committed to delivering the highest standard of design, construction and service to every customer, and you can feel secure in the knowledge that all our homes come with an NHBC 10-year insurance backed warranty.

Despite our fullest attention, we recognise that things can go wrong. When they do, we take complaints very seriously and will do everything we can to resolve issues quickly.

Our Customer Complaints Procedure is in place to ensure concerns are addressed efficiently.

- We aim to acknowledge complaints within 5 days out with weekends and Bank Holidays.
- Within 20 days we will set out our proposed path to resolution, letting you know how we intend to put right any issues for which we are responsible
- We aim to fully resolve the complaints within 6 weeks, and on the occasion where issues may take longer to resolve, for instance, as a result of supply chain difficulties, we will provide you with regular updates

We aim to ensure people who are dealing with customer's complaints are those best placed to do so. Set out below is our escalation process so you know who that is likely to be.

First – your customer care team.

Our Evans Homes customer care team are best placed to help you should you have any concerns related to your service or home. Please contact our customer care team by email, who will ensure the appropriate person investigates the issue.

Second – our Commercial Manager

If you're not satisfied with the initial response, please send an email or letter of complaint to our Commercial Manager. The customer care team will provide contact details.

Concerns Remain – Managing Director

In the unlikely event you remain dissatisfied, your concerns will be reviewed by our Managing Director who will provide the company's final response. Our Commercial Manager will provide contact details.

Disputes

If we fail to agree on the resolution, you may refer the issue direct to the Consumer Code Independent Dispute Resolution Scheme or the NHBC (or both). A dispute may be brought to the Independent Dispute Resolution Scheme after 56 calendar days have passed since you first raised the Complaint but no longer than 12 months after the Evans Homes final response.

Please note: If a new complaint is received, it will be always referred to the customer care team in the first instance as they are best placed to deal with any concerns.

Using the Complaints Procedure or the Independent Dispute Resolution Scheme does not affect the Buyer's normal legal rights.

We hope you never need to refer to this Complaints Procedure but be assured that if you do, every member of our team will continue to work hard to make your new property into your dream home.

The Evans Homes Team