

# Here to help

## With Your New Pennyfarthing Home.

We value our Customers and strive to ensure our properties and service are to the highest possible standard.

We do appreciate however that due to the nature of our business there are factors which can prove frustrating or go wrong, but please be assured we take complaints very seriously.

If you wish to report an issue with your home of which we are not yet aware, please refer to your Property Portfolio in the first instance and contact our Customer Care Team ([customercare@pennyfarthinghomes.co.uk](mailto:customercare@pennyfarthinghomes.co.uk)) as directed.

In the unlikely event you are dissatisfied with any aspect of service we have provided, or you have any specific concerns relating to your home, we would request that you please refer to the following procedure:

## How we will deal with your complaint.

### Informal Resolution

Most issues can be resolved by telephone/email and if you are satisfied with the outcome, then you need not go any further.

### Formal Resolution

If you are not satisfied with the outcome following the above, we would request that you escalate the matter in writing to our Customer Complaints Contact who will investigate the situation and pass the complaint to the Director responsible, where/if required ([customercomplaints@pennyfarthinghomes.co.uk](mailto:customercomplaints@pennyfarthinghomes.co.uk)).

When contacting us, please provide us with your full contact details and as much information as possible. This will help us to respond to you as quickly and fairly as possible.

We will send initial acknowledgement within five working days of receipt and (where appropriate) provide you with the relevant contact information for the Department Director responsible for the service provided.

#### Our Department Director will:

- Fully investigate, which may require obtaining further information from you.
- Ensure you are advised/updated of progress where relevant.
- Do everything they can to resolve the issue.
- Endeavour to respond fully within 15 working days of receipt.

To enable us to respond within the timescales indicated it is essential you follow the process as outlined.

## Customer Complaints Procedure

### Appeal

In the unlikely event that our Department Director is unable to resolve matters, you can refer your complaint in writing to our Managing Director ([PAtoboard@pennyfarthinghomes.co.uk](mailto:PAtoboard@pennyfarthinghomes.co.uk)).

Our Managing Director will acknowledge all complaints within five working days of receipt and aim to respond fully within 20 working days of receipt.

**Please note:**

If a new Formal Resolution Complaint is received, it will always be referred to the Customer Complaints Contact ([customercomplaints@pennyfarthinghomes.co.uk](mailto:customercomplaints@pennyfarthinghomes.co.uk)) so that it can be dealt with in accordance with the Complaints Procedure.

### What if you remain unsatisfied?

If you are a homeowner and are not satisfied with our final response to your complaint you may refer the matter to either your warranty provider or where appropriate you may refer it to the following bodies:

Consumer Code Independent  
Dispute Resolution Scheme

[View website](#)

[consumercode.co.uk](http://consumercode.co.uk)

Consumer Code  
for New Homes

[View website](#)

[consumercodefornewhomes.co.uk](http://consumercodefornewhomes.co.uk)

ICW Consumer Code  
for New Homes

[View website](#)

[i-c-w.co.uk/homeowners](http://i-c-w.co.uk/homeowners)

Your legal rights are not affected by this process.