

MIDDLEWOOD LOCKS

CUSTOMER

CARE

PROCEDURE

FORMAL COMPLAINTS PROCESS

Our commitment to you

We put the same high standards of care and attention into looking after our customers as we do into building our homes. However we do appreciate that sometimes things can go wrong and so we take complaints very seriously. If you have a complaint, please do let us know so that we may have the opportunity to resolve the issue for you.

Reporting an issue

If you have reserved your property but are yet to complete the purchase of your home and you are dissatisfied with the services we have provided, please raise your concerns with the Sales Advisor at the marketing suite on site.

If you have already moved into your home and are dissatisfied with any issue, please contact the Sales Advisor or the Customer Care Team as they are best placed to address your concerns.

In the unlikely event that they are unable to resolve the matter to your satisfaction, please follow the formal complaints process below:

Step 1

Should you remain unhappy with the response provided above, you may direct your complaint in writing to the Residential Manager, contact details:

Vicky Corris
Middlewood Locks Residential Ltd
East Ordsall Lane
Salford
M5 4GP
t: +44(0)161 392 3247
vicky.corris@scarboroughgroup.com

Your complaint will be acknowledged within 2 working days of receipt of the complaint (excluding weekends) and the Residential Manager will review your complaint, and a response will be provided to you within a further 10 working days.

Step 2

If you feel that your concerns have still not been resolved by the Residential Manager to your satisfaction, you can refer your complaint in writing to the Group Sales & Marketing Director, contact details:

Nicola Wallis
Middlewood Locks Residential Ltd
East Ordsall Lane
Salford
M5 4GP
t: +44(0)161 392 3247
nicola.wallis@scarboroughgroup.com

The Group Sales & Marketing Director will acknowledge all complaints within 2 working days of receipt of the complaint (excluding weekends) and aim to respond fully within a further 10 working days.

Step 3

If you remain dissatisfied with our final response, you should contact Build-Zone that issue the Home Warranty on your new home. Build-Zone is a trading name of Sennocke International Insurance Services Limited. Please address your complaint and any subsequent queries you may have in connection with the complaint to the Managing Director:

The Managing Director
Sennocke International Insurance Services Limited
6 Pembroke Road, Sevenoaks
Kent
TN13 1XR
t: +44(0)1732 742102
complaints@sennocke.co.uk

They will investigate and deal with your complaint as appropriate.

Thank you