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# Outright Sale Complaint Process

How to make a complaint

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## How to make a complaint

We aim to provide an outstanding service for our customers, however, we understand that sometimes things go wrong. If you are not happy with the service you have received, we know how frustrating it can be and we want to work with you to put things right.

Once we receive your complaint, a member of our team will investigate the problem and try to find the best way to help, ensuring you understand what is happening and when.

Our Home User Guide offers some useful information regarding your home and the management of your home from when you first move in, which may help prevent some matters escalating to a complaint.

### Stage 1

If your complaint relates to a property you have not yet purchased, we ask that you raise your concerns with the Sales Representative on site. Alternatively, you can contact our sales team who will direct you to a member of the team that can help. They can be contacted by email at [sales@flagship-homes.co.uk](mailto:sales@flagship-homes.co.uk) or by telephone on 01603 255444.

If you are already a customer in one of our homes, please direct your enquiry to our sales aftercare team. They can be contacted by telephone on **01603 255444** or by email at [salesaftercare@flagship-group.co.uk](mailto:salesaftercare@flagship-group.co.uk).

We aim to resolve your complaint as soon as possible; this will often be determined by the nature of your complaint. We will discuss a realistic timescale with you to reach a resolution.

We ask that your enquiry includes:

- Your name and address
- A clear description of your complaint
- An indication of how you would like us to resolve your complaint
- Your preferred contact details

A written acknowledgement of your complaint will be received no later than five calendar days from the first business day after the complaint is received.

### Stage 2

Whilst most complaints are resolved in stage 1, should you remain unhappy with the response, you may ask for your complaint to be passed on to a Head of Service in Flagship Homes for review.

Your complaint will be acknowledged within 48 hours (excluding weekends and bank holidays) and a review of your complaint will be undertaken with the teams involved. The final response will be agreed with the Managing Director of Flagship Homes before being issued to you.

We aim to provide a response as soon as we can, which will often be determined by the nature of the complaint. Our aim is to provide a final written response within 14 days of our stage two acknowledgement.

### Stage 3

If you are dissatisfied with our stage 2 response, you may be able to ask the [Consumer Code](https://consumercode.co.uk/) or your home warranty provider for an independent review.

They offer a resolution service to help where the complaint relates to the marketing and selling of homes or a failure to build your home to warranty standards.

<https://consumercode.co.uk/>



In the event you wish to appoint an adviser to communicate on your behalf, please provide written permission to Flagship Homes confirming your consent. Without consent, we are unable to discuss your complaint with a third party.