

Complaints Escalation Procedure

Our team of dedicated Customer Experience professionals are on hand to assist you if things go wrong. They will do their utmost to get things right first time and reach an outcome that is fair. This document outlines how you can make a complaint and what to expect during each stage of our escalation process.

Stage 1

Please put your complaint in writing to the Customer Experience (CX) team at cx@heartofhale.co.uk, including any supporting evidence that will assist in the investigation. Your complaint will be acknowledged by the team within 1 working day.

A full review will then be carried out by the Customer Experience Manager and a response to your complaint will be offered within 10 working days. As part of the complaint investigation process, a follow up call or meeting may need to be arranged with you, and the CX team may require access to your apartment to carry out further inspections. Where an extension of time is required, the CX team will respond in writing detailing the next steps and length of additional time required. Once the complaint investigation has been concluded, you will receive a response in writing outlining the outcome.

Stage 2

Should this outcome not resolve your issue, a meeting or a call will be arranged at your convenience with the Head of Customer Experience, Rianne Reading. Please be advised, should further inspections or investigations be required, a further 5 working days may be required to accommodate this.

Stage 3

If you are still unhappy with the outcome of the investigation undertaken by the Customer Experience team, and the Head of Customer Experience, you will have the opportunity to escalate your complaint to the Senior Asset Manager, Charlotte Gilchrist, who will review the initial complaint with the Stage 1 response and report and the stage 2 response and report. Charlotte will endeavour to respond to you in writing within 28 days or once a full investigation has been concluded, whichever is soonest.

Should you be dissatisfied with the responses provided thereafter, we advise that you contact the building warranty provider, NHBC, for an independent review to be undertaken. You can find more information on how to raise a complaint with NHBC via the following link;

<https://www.nhbc.co.uk/about-page/contact-us>