

let us
make
it right.

bunnyhomes

Customer Complaints procedure

bunnyhomes is committed to providing homes and service which is first-class. We work hard to resolve any issues our customers bring to our attention, but we know that sometimes things can go wrong. If you have a concern or are dissatisfied in any way, we'll do our best to make it right in a fair and transparent way.

We'll investigate all complaints competently, diligently and impartially and every complaint will be assessed fairly, consistently and promptly, taking into account all relevant factors to ensure a fair outcome.



step 1 – get in touch

If you're dissatisfied with either your home or the service we've provided, please firstly raise this with your Sales Advisor as they're best placed to address your concerns.

What you will need to provide

To help us investigate and try to resolve your complaint, please provide us with the following information:

- Your name and address.
- Details of how we can contact you.
- A clear description of your complaint.
- Details of what you would like us to do to resolve the situation.

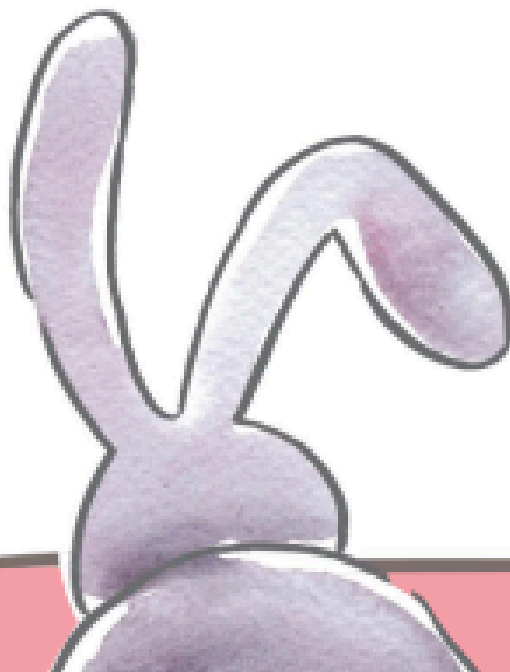


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customerservice@bunnyhomes.com

our commitment to you

- ✓ We'll thoroughly investigate your complaint and offer a fair response that will take into account all the information available to us.
- ✓ We'll acknowledge your complaint within 24 hours (except at the weekend) and will contact you in person to discuss the next steps we're taking, within one week.
- ✓ If it isn't possible to resolve your complaint within that first week we will:
- ✓ Keep you updated on the progress of your complaint on a weekly basis, and
- ✓ Let you know when we expect to be able to resolve the problem

In some cases we may not provide the answer you're looking for, but we'll make sure we offer a clear explanation for our decision.



Step 2 – a second opinion

We will always do our best to work with our customers in a fair and reasonable manner.

However, should you remain unhappy with the response provided in Step 1, you may then direct your complaint to the Head of Sales & Customer Service who has the overall responsibility for ensuring our customers receive the highest levels of care and will ensure your dissatisfaction is investigated.

Your complaint will be acknowledged within 24 hours (apart from at the weekend) and with the appropriate team, they'll review how your complaint has been resolved and a response will be provided within one week.



Step 3 – what if you remain unhappy?

If you're dissatisfied with either our final response, or with any delay in providing our final response you may be able to ask the Consumer Code or your home warranty provider for an independent review.

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



