

## Customer Care Policy

Whilst DBA Homes strive to deliver a high level of customer care throughout your home buying journey, we do recognise that sometimes you might not be satisfied with how matters have been dealt with.

If you are not happy with our level of service or for any complaints, please raise this with the appropriate person by way of contacting our Customer Care team on **01902 255026**

Should you feel that your initial complaint has not been handled correctly, the next step is to begin a formal complaint. To do so please set out your formal complaint in writing with the subject line 'Formal Complaint'.

We aim to acknowledge any formal complaint within 10 working days from the first business day after the complaint was received. We will then investigate the issue and send you a formal response within 20 working days.

We will do everything we can to resolve your problem, but if we have been unable to reach a resolution, the Buyer may wish to escalate the complaint. The Buyer must first raise the complaint with the Developer but if after 30 days have elapsed the Developer has not responded, the Buyer can escalate the complaint to mediation and if after 56 calendar days the Buyer may refer the matter to Alternative Dispute Resolution regardless.

For further guidance, please refer to: [Consumer Code for Developers of Homes for Sale](#)

Using the Complaints Procedure or the Alternative Dispute Resolution Scheme does not affect your normal legal rights.

A dispute may be taken to the Alternative Dispute Resolution Scheme after 56 calendar days have passed since your first raised your complaint with DBA Homes but no later than 12 months after DBA Homes' final response.

### ***Respectful communication:***

*We will always treat our customers with respect and courtesy, and we kindly ask the same for our colleagues and working partners. Abusive, threatening or inflammatory language or behaviour is not acceptable. If this occurs, we may need to take steps to protect our team, which could include limiting or ending communication through certain channels.*