

City and Country Complaints Procedure

City & Country has a desire and genuine passion to viably conserve, restore and newly create Britain's architectural heritage. Embracing present day technological advances, seeking sustainable and proven solutions whilst designing and building to good quality and recognised standards, we sensitively add value to very special places; to be enjoyed today and be cherished by future generations.

Our experienced team strive to offer professional, efficient, and helpful customer service and are committed to ensuring your journey with us is a happy one.

We seek to maintain a high standard of Customer Service in line with our Corporate Objectives. We regularly benchmark our services against our competitors and strive to improve our customer service so we can be recognised as achieving high standards.

However, there are some instances where we do not achieve our own usual standards and – if this happens – we apologise and we pledge to work constructively with you to resolve the issues to your reasonable satisfaction in a timely and efficient manner.

To help us achieve that we require your assistance. We ask that you clearly and concisely communicate your issues with us by providing photographs and written communication where possible, so our customer team understand fully the problem you are experiencing. They can more easily then properly identify the solution consulting and communicating with our experts.

Set out below is our formal customer complaints procedure that we ask you to follow to ensure you have a framework within which matters can be resolved and if you do not believe that the solution proposed is the right one you have a right of appeal to a more senior member of our team and ultimately to the warranty provider where applicable.

In order to deal with any issues and ensure that you have consistent points of contact you will have assigned to you a dedicated Customer Care Manager and Customer Care Coordinator. They will introduce themselves to you shortly following the exchange of the property.

Your Customer Care Coordinator will be your first point of contact should you need to get in touch and they will record any items you raise and liaise with the appropriate people to ensure that any queries are answered or matters needing attention are resolved.

Please do not worry if your Customer Care Coordinator is initially unavailable as we run a customer relationship system where we log all our interactions with you so you are never speaking to a complete stranger. All our customer team are familiar with the type of development that we do and they genuinely care and want to help.

Until the development is complete, any issues or remedial items will be dealt with by our project team via your coordinator. The construction team who built the property have the greatest insight into any issues experienced and what work may be required to resolve the problem.

However, to ensure that any issues are handled and recorded effectively and efficiently, all matters must be addressed with your Customer Care Coordinator in the first instance and not to the Customer Care Operative or any other site staff or subcontractor. Please be advised that our

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operatives cannot undertake private work and are solely available to assist in resolving any defects or teething issues experienced in the property.

If you feel that you are dissatisfied with the service that you have received from City & Country, please feel free to contact us. Any complaints must be received in writing in the first instance, either by letter or by email via customercare@cityandcountry.co.uk and marked for the attention of the Customer Care Manager. We ask for this in writing so that your complaint can be fully understood prior to contacting you, in order to be dealt with as promptly and efficiently as possible.

The Customer Care team aim to ensure that all written Customer complaints are acknowledged within two working days, giving a timescale for a more detailed response.

On receipt of your written complaint your Customer Care Manager will acknowledge receipt and investigate your concerns. Your Customer Care Manager will speak to you personally once the report has been completed and then send you written correspondence confirming the conversation and the agreed outcome.

City & Country aims to deal with all straightforward complaints within 21 days unless an extension is agreed with the customer. With more complex complaints we will advise you at the time of acknowledgment that the complaint is complex and will involve us consulting third parties. We will give an estimate as best we can but we will keep you updated and advise if the timeframe changes for any reason.

If you are still dissatisfied with the service that you have received the next stage is to contact our Head Office. This can be either by letter or via our Customer Care email address and marked for the attention of the Associate Director of Customer Care. This person has overall responsibility for ensuring our customers receive appropriate levels of care. They will ensure that your complaint is thoroughly investigated and that you are given a clear response as quickly as possible.

In the unlikely event you remain dissatisfied, you may escalate your complaint to the Construction Director responsible for your development. You can do this using the earlier method, but this time mark it for the attention of the Construction Director clearly marking the property and development.

At the Construction Director stage, we would ask you to please provide not only clear details of what your complaint is but why you feel our dedicated Customer Care team have not been able to resolve the issue and what improvements we should seek to make to improve our service. We would also ask you to be clear on what your expectations are for resolution with clear and reasoned justification.

In the unlikely event that you are unhappy with the response from our Construction Director you have the right of appeal to our Managing Director. As with earlier stages, the complaint must be received in writing in the first instance, either by letter or by email via customercare@cityandcountry.co.uk and clearly marked for the attention of the Managing Director. Their PA or EA will then make contact to co-ordinate a response.

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At any stage, if you have not followed all the previous steps, you will simply be referred back to the responsible member of City and Country in this process. This is not because we do not care about your complaint but simply we wish to resolve the matter as quickly as possible with a person who will be most familiar with the issue and who has more time to invest in the resolution.

We will always do our best to deal with our customers in a fair and reasonable manner. If you are still unhappy with our response and feel you have exhausted all avenues, you may wish to consult your Home Warranty provider (typically Q assure) dispute and resolution service. Their details can be found in your Homeowner's Manual.