

Complaints Procedure



Our experienced team strive to offer professional, efficient, and helpful customer service and is 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 those of our competitors and strive to continually improve our customer service, enabling us to be recognised for achieving high standards.

However, there are instances where we do not meet our usual standards. If this happens, we apologise and 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 kindly request that you clearly and concisely communicate your issues with us by providing photographs and written descriptions where possible, so our Customer Care team can fully understand the problem you are experiencing. They can then more easily and correctly identify the solution, consulting and communicating with our experts.

We have outlined below our formal customer complaints procedure, which we request be followed to ensure you have a framework within which matters can be resolved. If you do not believe that the proposed solution is the right one, you have the right to appeal to a more senior member of our team and ultimately to the warranty provider, where applicable.

If you wish to make a complaint prior to the legal completion of your plot, it will be handled by a different team from the one outlined below. Any complaints must be received in writing initially, either by letter or email via customercare@cityandcountry.co.uk, and addressed to the Head of Sales. We request this in writing so that your complaint can be fully understood before we contact you, allowing us to deal with it as promptly and efficiently as possible. The Head of Sales will respond to all written complaints within seven days of it being received.

After legal completion, in order to deal with any issues and ensure that you have consistent points of contact, you will be assigned a dedicated Customer Care Manager and Customer Care Coordinator. They will introduce themselves to you shortly before legal completion of the property.

Stage 1 – Customer Care Co-ordinator

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. They will 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 maintain a customer relationship management system that logs all our interactions with you, ensuring you are never speaking to a complete stranger. Our Customer Care team are familiar with the type of developments that we produce and they genuinely care and want to help. Until the development is complete, any issues or remedial items will be addressed by our project team through your coordinator. The construction team that 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 operatives are not available to undertake private work and are solely responsible for assisting in resolving any defects or teething issues experienced in the property.

Stage 2 – Customer Care Manager

If you are dissatisfied with the service you received from City & Country, please do not hesitate to contact us. Any complaints must be submitted in writing initially, either by letter or email to customercare@cityandcountry.co.uk, marked for the attention of the Customer Care Manager. We request this in writing so that your complaint can be fully understood before we contact you, allowing us to deal with it 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 within seven working days. Your Customer Care Manager will speak to you personally once the report has been completed and then send a written response confirming the conversation and the agreed outcome.

City & Country aims to deal with all straightforward complaints within twenty-one days unless an extension is agreed with the customer. With more complex complaints, we will advise at the time of acknowledgement that this is the case 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.

Stage 3 – Customer Care Director

If you are still dissatisfied with the service received, the next stage is to contact our Head Office. This can be done either by letter or via our Customer Care email address, marked for the attention of the 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 receive a clear response as soon as possible.

Stage 4 – Operations Director

In the unlikely event you remain dissatisfied, you may escalate your complaint to the Operations Director responsible for your development. This can be done either by letter or via our Customer Care email address, marked for the attention of the Operations Director. At the Operations 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 has 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 about your expectations for resolution, providing clear and reasoned justification.

Stage 5 – Managing Director

In the unlikely event that you are unhappy with the response from our Operations 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 marked for the attention of the Managing Director. Their PA or EA will then make contact to coordinate a response.

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 strive to treat our customers fairly and reasonably. If you are still unhappy with our response and feel you have exhausted all avenues, you may wish to consult your Home Warranty provider's dispute and resolution service. Their details can be found in your Homeowner's Manual.

Complaints Procedure Flowchart

