

Complaints Procedure



If you have any complaints, you should contact Cartwright Homes. Your complaint will be acknowledged in writing within 5 working days. Within 20 working days, a more detailed response will be provided to you, which will include one or more of the following:

- An acceptance of the complaint and the action that will be taken to resolve the issue
- An estimated timescale for the work required to resolve the issues raised
- A rejection of the complaint with the reasons behind the rejection.
- Details of any further investigation work necessary to determine whether the complaint will be accepted or rejected, including timescales, and a written final response will then be provided as soon as possible after any further investigation has been carried out, which must include whether the complaint is accepted in part or in full and the reasons why.

We will endeavour to resolve the issue to all parties' mutual satisfaction; however, if your complaint remains unresolved, you can refer the issue to your warranty provider, or the Independent Dispute Resolution Scheme.

Independent Dispute Resolution Scheme

In the unlikely event that you have a complaint within the first two years following hand over and neither we nor the warranty provider offer an acceptable solution, the Consumer Code's Independent Dispute Resolution Scheme can help. The scheme provides a quick, low-cost and unbiased service that is not overseen by the warranty provider and has a maximum award of £50,000. Under this scheme, home builders have clearly defined responsibilities that help to ensure any issue can be resolved without legal action.