

# Customer Care Complaints Procedure



**Post Completion complaints will be dealt with as quickly and efficiently as possible.**

Here at Seddon Homes, we endeavour to provide an exceptional service at all times. However, despite every effort, we realise we may not always meet your reasonable expectations. If you would like to express your dissatisfaction, please follow the steps below.

## **Step 1:**

Please write to our Customer Care team at Seddon Homes Limited, Birchwood One Business Park, Dewhurst Road, Birchwood, Warrington WA3 7GB or email [customercare@seddonhomes.co.uk](mailto:customercare@seddonhomes.co.uk). Our Customer Care department will acknowledge your complaint within 2 working days of receipt and aim to reply fully within 5 working days. At this time, they will either confirm the steps they are taking to resolve your complaint or, advise you of a date by which they will be able to reply fully.

---

## **Step 2:**

If you remain dissatisfied with the response received following completion of step 1, you may escalate your complaint to the Customer Care Manager who will endeavour to resolve your complaint where possible. They will acknowledge your complaint within 2 working days of receipt and aim to reply fully within 5 working days.

---

## **Step 3:**

At this point we would hope that the matter has been dealt with to your satisfaction, but if not, please contact the Construction Manager of Seddon Homes in writing to Birchwood One Business Park, Dewhurst Road, Birchwood, Warrington WA3 7GB. They will acknowledge your complaint within 2 working days of receipt and aim to reply fully within 5 working days.

---

## **Step 4:**

In the unlikely event that neither of the above steps resolved your concerns, you may wish to contact the Managing Director of Seddon Homes, Birchwood One Business Park, Dewhurst Road, Birchwood, Warrington WA3 7GB strictly in writing, who will acknowledge your letter within 2 working days of receipt and aim to reply fully within 7 working days. At this time, he will either confirm the steps to be taken to adjudicate on the matter or advise you of a date by which they will be able to confirm a full and final resolution.

---

Please note any pre-completion complaints must be in writing to the Sales Director who will acknowledge your complaint within 2 working days of receipt and aim to reply fully within 5 working days.

**Please rest assured that, here at Seddon Homes, we will always aim to resolve any reasonable issues raised with our best attention at all times.**

**[Seddon Homes.co.uk](http://SeddonHomes.co.uk)**