Beech Grove Homes®

Part of Sanctuary

Complaints Handling Procedure

November 2026 Edition

Unhappy with our service?

We put the same high standards of care into looking after our customers as we do into building our homes. However, we do appreciate that sometimes things can go wrong and so we take complaints very seriously.

We are a registered developer with the New Homes Quality Board (www.nhqb.org.uk) and comply with the New Homes Quality Code for homes reserved after 7th April 2025 and the Consumer Code for Home Builders for homes reserved before 7th April 2025.

If you do have a complaint, we ask you to let us know so that we may have the opportunity to resolve the issue for you and learn from it.

Reporting an issue:

Although we hope you will not have any problems after you move into your new home, our commitment continues after your sale has completed.

If you have a complaint that we have:

- Failed to do something we should have done.
- Done something badly.
- Treated you unfairly or discourteously.
- Failed to comply with the Consumer Code or New Homes Quality Code

Then please do contact us and allow us the opportunity to put it right.

Informal Complaints:

If you are able to resolve any issue informally with us and are happy with the outcome, then you need not use our formal complaints procedure. If, however, you are not satisfied that the problem has been resolved or managed to your satisfaction, you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

Formal Complaints Process:

We have a robust process to ensure that your complaint is thoroughly investigated and followed up.

The easiest way to complain is to send an email to Customercare@beechgrovehomes.co.uk.
You will need to provide as much information as possible to help us investigate your issue, including:

- What has happened?
- When it happened?
- What the impact on your and your family has been?
- What would you like us to do to put things right?

Your complaint will be formally logged and assigned a reference number. Then the following complaints process is followed:

If you are a homeowner who reserved your home before 7th January 2025 the following process will apply:

Acknowledgement

We will acknowledge all complaints within 5 working days of the complaint acknowledgement date and advise you of who will investigate your concerns.

Pathway to Resolution

Stage 1

We will investigate your concerns and send a Stage 1 response which details our proposed resolution within 5 working days of the complaint acknowledgement date or if further investigations are required we may extend this period for a further 10 days to provide a full response.*

Stage 2

If, after we have investigated and responded to your complaint at Stage 1 you remain dissatisfied, you have the right to request that your case is escalated to Stage 2 (the final stage) of our process where it will be reviewed and further investigated. Again, we will acknowledge your escalation to Stage 2 within 5 working days and aim to respond within 20 working days from the date we acknowledged your escalation of your complaint. If further time is needed to investigate your complaint we may extend for a further 20 days to provide a full response.

For customers who reserved before 1st January 2024 and for whom the 4th Edition of the Consumer Code for Homebuilders applies:

You should allow us an opportunity to investigate and put things right. We have a two stage complaints process and if you are not satisfied with our response you can contact the Home Warranty Body who may decide to deal with your complaint under your Home Warranty or give you the opportunity to refer it to the Dispute Resolution Scheme. A Dispute may be brought to the Independent Dispute Resolution Scheme after 56 days have passed since the Buyer first raised the Complaint to us and not later than 12 months after our final response to the complaint. In ordinary circumstances this would allow sufficient time for us to complete our internal complaints process.

Customers who reserved after 1st January 2024 but before 7th January 2025 for whom the Fifth Edition of the Consumer Code for Homebuilders applies should also note:

If your complaint becomes a dispute you may refer it direct to the Independent Dispute Resolution Scheme or the Home Warranty Body (or both) as appropriate if:

- You do not receive any response from us within 20 working days of a complaint being made.
- If you cannot reach agreement with us as to the resolution of your complaint within 56 days of the complaint being made.
- If the defective, faulty or incomplete works or issues arising are not resolved within timescales agreed between you and us.
- Using our complaints procedure or the Independent Dispute Resolution Scheme does not affect the Buyer's normal legal rights. If the issue is not covered by the New Home Warranty, the Home Warranty Body may give the Buyer details about the Code's Independent Dispute Resolution Scheme.
- A Dispute may be brought to the Independent Dispute Resolution Scheme after 56 days have passed since the Buyer first raised the complaint to us and no later than 12 months after our final response to the complaint.

If you are a homeowner who reserved your home after 7th January 2025 the following New Homes Quality Code process will apply:

- Please raise your complaint with the Customer Care team by calling 0300 1233 585 or email customercare@beechgrovehomes.co.uk
- We will acknowledge all complaints within 5 days of the complaint initiation date*.
- We will investigate your concerns and send a response detailing our proposed pathway to resolution within 10 days of the complaint initiation date*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.
- We will send a full complaint assessment response within 30 days. If the complaint is resolved, this will confirm the steps take. If the resolution is still underway, the response will detail what has caused the delay and the anticipated date for resolution.
- Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.

Keeping you updated:

We aim to resolve complaints as quickly as possible and with minimum delay, however, in the very unlikely event that the complaint remains unresolved after 56 working days of the complaint initiation date*, we will send a further response to provide information on:

- What has caused the delay
- What are the next steps and the anticipated date for resolution

We will also keep you updated no less than every 28 working days until the matter is resolved.

Unhappy with how we have dealt with your complaint?

We hope we can resolve most matters without the need for further escalation. However if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome then you may be able to refer your complaint for independent review to any dispute resolution service offered by your warranty provider, or, if the NHQC applies to your home, the New Homes Ombudsman Service.

Referrals under the New Homes Quality Code and the Consumer Code can be made after 56 days have passed from when the complaint was first raised with us.

Where you direct your referral depends on when you reserved your home:

- If you reserved your home before 7th January 2025, then you will be covered by the **Consumer Code for Home Builders.**

CONSUMER CODE FOR HOME BUILDERS
www.consumercode.co.uk

- Under the Consumer Code for Home Builders (www.consumercode.co.uk), if you are unhappy with how we have dealt with your complaint, you may refer the matter to your Home Warranty Provider in the first instance, e.g. NHBC.

- If appropriate, they might refer you to the Consumer Code for Home Builders who run an Independent Dispute Resolution Scheme (IDRS).

- The IDRS will follow an adjudication process. This is entirely independent and will consider the evidence provided by you and Beech Grove Homes to reach a decision.

- If you reserved your home on or after 7th January 2025, then you will be covered by the **New Homes Quality Code.**

NEW HOMES QUALITY CODE

- Under the New Homes Quality Code, if you are unhappy with how we have dealt with your complaint, you may refer the matter to the New Homes Ombudsman Service (NHOS) (www.nhos.org.uk).

- The NHOS, whose decisions are entirely independent, will consider the evidence provided by you and Beech Grove Homes to reach an adjudication.

It is within the New Homes Ombudsman Service' discretion to decide when or if to accept a complaint, in accordance with the scheme rules. The New Homes Ombudsman Service can accept complaints that have arisen from the point of reservation through to legal completion, a well as for two years after legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant.

Legal Rights

Whichever Code applies, you should note that using our formal complaints process, the Independent Dispute Resolution Scheme or New Homes Ombudsman Service does not affect your normal legal rights.

Data Protection

Complaints relating to data protection matters - including concerns about the handling, processing, and sharing of personal data, data breaches, or responses to individuals' rights requests - fall outside the scope of this Group Complaints Policy. These complaints are managed separately by the Data Protection Team in accordance with the Group's Data Protection Policy.

*The complaints initiation date (CID) is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).



Part of Sanctuary

www.beechgrovehomes.co.uk

Beech Grove Homes Limited
Registered office: Sanctuary House, Chamber Court, Castle Street, Worcester, WR1 3ZQ
A company incorporated in England and Wales, Registration No. 11966303
Beech Grove Homes Limited is a subsidiary of Sanctuary Housing Association, an exempt charity

This is an English version. If you require this document in an alternative format or language, please email newhomes@sanctuary.co.uk with the details of your request.