



A guide to making a complaint and giving feedback

We want to deliver a great customer experience, and we welcome all feedback. If you're unhappy with the service we've delivered, you can make a complaint. This leaflet tells you how to do this and what you can expect when you do.

We understand that sometimes things go wrong and we need to take action to put it right. You can ask to open a complaint at any time. We welcome your feedback to help us improve the services we provide.

How to make a complaint

We'll always make it easy for you to make a complaint and we provide lots of ways for you to do this.

- Call us on **03333 201 970** (text relay: **18001 03333 201 970**).
- Email **feedback@myriadhomes.org.uk**.
- Visit the Customer Care page on our website **myriadhomes.co.uk**.
- Visit our office at Myriad House, 33 Springfield Lyons Approach, Chelmsford, CM2 5LB.

What happens if you make a complaint?

We'll record your request, apologise, work to understand why it happened, and try to quickly resolve your concern, communicating next steps and timeframes.

We'll acknowledge your complaint in writing within five working days of receiving it. When we reply, we'll explain our understanding of your complaint and the outcomes you're looking for.

Formal complaint (stage one)

Complaints are handled by one team who'll make sure we investigate fully and that any outcome is fair, reasonable, and impartial. Once your complaint has been acknowledged, we'll provide you with a response within 10 working days.

If your complaint is more complex, we may need longer to investigate. We'll explain the reason for the delay and give you a clear timeframe of when you can expect our response. This extension won't exceed a further 10 working days without good reason.

Appeal (stage two)

If you're not satisfied with all or part of our response to your stage one complaint, you can escalate your complaint to stage two. This is the final stage of our complaints process.

The person considering your complaint at stage two won't be the same person that considered it at stage one. They'll make reasonable efforts to understand why you're still unhappy as part of their stage two review. This may include contacting you to learn more about your outstanding concerns and the outcome you're looking for. This may be via a phone call or an online or in-person meeting, depending on your preferences and availability.

We'll send you a response within 20 working days from when your stage two complaint was acknowledged. Our response will include all the points raised in the complaint definition and provide clear reasons for any decisions.

Sometimes we might need more time to review your complaint if it's more complex. If this is the case, we'll tell you and keep you up to date with our progress. We'll always explain the reasoning behind any extension, and it won't exceed an additional 20 working days without good reason.

External review

If, after following the steps outlined in this leaflet, you remain unsatisfied with the outcome, you may be eligible to escalate your complaint to the Buildmark Dispute Resolution Service. This independent service is designed to help resolve disputes between homeowners and builders specifically in relation to fixing defects. Please note this service does not cover matters such as boundary disputes, planning issues, or contractual or financial disputes. It solely focuses on whether work meets technical standards.

For more information or to begin the dispute resolution process, please visit the Buildmark website or contact them directly: nhbc.co.uk/homeowners/make-a-claim

**Please contact us if you would like a copy of
this document in large print, audio format,
or in another language.**

If you have any queries please contact us.



Myriad House
33 Springfield Lyons Approach
Chelmsford CM2 5LB

03333 201 970

sales@myriadhomes.co.uk

Text relay

18001 03333 201 970

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