

At Metis Homes, we sincerely hope that you will never need to resort to making a formal complaint but, if communication lines have broken down such that you do, we operate the following procedure which is in line with the requirements of the Consumer Code, 5th Edition, which came into force on 1st January 2024:

- You should submit your complaint in writing, preferably by e-mail, to: customercare@metishomes.co.uk; for clarity, you should include the words **'formal complaint'** either in the subject line or in the body of your e-mail.
- We will provide a written acknowledgment of the complaint to you within 5 working days of the complaint being made.
- You can expect a more detailed response from us within 20 working days of the complaint being made. Where applicable, the response will include one or more of the following:
 - an acceptance of the complaint and what action we are going to take to resolve the issue(s) raised.
 - an estimated timescale for the work required to resolve the issue(s) raised. The time may vary depending on, for example, the nature of the issues raised, investigation work needed, the lead time for sourcing materials, and the preparation work needed.
 - a rejection of the complaint and details of the reason(s) why the complaint is rejected.
 - details of any further investigation work necessary to determine the outcome of our decision to either accept or reject the complaint, including timescales.
 - that a written final response will be provided as soon as possible after any further investigation has been carried out and that it will set out what part(s) of the complaint we agree with, as well as (where appropriate), what part(s) we disagree with and why.
- The complaint becomes a dispute which you may refer direct to the Independent Dispute Resolution Scheme or the Home Warranty Body (or both) as appropriate if the following circumstances are triggered:
 - if you do not receive any response from us within 20 working days of a complaint being made by the means set out above.
 - if you cannot reach an amicable resolution to the complaint with us within 56 calendar 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 your normal legal rights. If the issue is not covered by the New Home Warranty, the Home Warranty Body may give you details about the Code's Independent Dispute Resolution Scheme.
- You may refer a dispute to the Independent Dispute Resolution Scheme after 56 calendar days have passed since you first raised the complaint with us and no later than 12 months after our final response to the complaint.