



COMPLAINTS PROCEDURE

At Fyebridge Limited, we want to make sure you're happy with our service and will do what we can to make sure we provide you with a high level of customer service at all times. We are confident that most issues you might have when you are buying a New Home from us or once you have moved into your New Home, can be resolved quickly by either speaking to our estate agent during the purchase process or direct to us post-sale via one of the methods below.

However we do understand that sometimes when problems do occur, we may not be able to resolve the issue to your satisfaction and because of this, we have a formal complaints procedure.

How to make a complaint during the purchase process to our estate agent

If you have a complaint during the purchase process specifically to our estate agent, they will follow their own complaints procedure. Please direct your complaint to Starkings & Watson Hybrid Estate Agents:

T: 01603 336116

A: Roxburgh House, Rosebery Business Park, Mentmore Way, Poringland, Norwich, Norfolk, NR14 7XP

How to make a complaint during the purchase process to our conveyancer

If you have a complaint during the purchase process specifically to our conveyancer, they too will follow their own complaints procedure. Please direct your complaint to eg.law Limited:

T: 01508 486462

A: Unit 3 Anastasia House, Overtons Way, Poringland, Norfolk NR14 7WZ

How to make a complaint post-purchase direct to Fyebridge Limited

If you have a complaint post-purchase, then please let us know in writing via:

E: bespoke@fyebridge.com

A: PO Box 1385, Norwich, NR15 1SR

What can you expect from us?

We do understand the importance of responding to queries in a timely and effective manner.

If you make a complaint to us, we will acknowledge all complaints within 3 working days. We will either reply fully within 7 working days of receipt or reply within 7 working days to advise you of the steps we are taking and give you a date by which we hope to be able to reply fully.

We aim to resolve all complaints through this first stage process within 20 working days of receipt of your initial complaint – if resolution of your complaint will take longer than 20 days, we will let you know as soon as possible and explain our expected timescale for resolving the complaint.

We aim to resolve all complaints at this stage. However, we know that this may not always be possible.

Further steps

We will always do our best to deal with our customers in a fair and reasonable manner. If, however, after going through the steps outlined above, you are still unhappy with our response, you may wish to refer to Build Zone Insurance who will review your complaint and assist you if your complaint relates to an issue covered by the Structural Warranty.

You may also be able to refer your complaint to the Consumer Code for New Homes, which operates an Independent Dispute Resolution Scheme operated by the Centre for Effective Dispute Resolution. You can find out more about the Code's scheme at www.consumercodefornewhomes.com/dispute-resolution.