

## **COMPLAINTS PRIOR TO HANDOVER AND FOR THE FIRST SIX MONTHS THEREAFTER**

1. If your enquiry has not be resolved on site or you are not satisfied with the outcome, please contact [Homes@dawn-homes.co.uk](mailto:Homes@dawn-homes.co.uk) You will receive an acknowledgement of your written concerns within two working days. We aim to give a substantive response to your written enquiry within 28 days, however would hope it would be sooner than this.
2. We would hope that your query has been resolved at this stage, but if not please contact the Glasgow office on 0141 285 6700.
3. In the unlikely event that your complaint remains unresolved following your telephone call to Head Office, please write to our Managing Director Martin Egan at our Glasgow office. Martin has full and final responsibility to resolve your complaint, but will only be in a position to do so if you have completed the above steps.

If you have gone through the above process and remain unsatisfied the Consumer Code for Home Builders provide an Independent Dispute Resolution scheme which is available for you to use.

## **COMPLAINTS FOLLOWING SIX MONTHS AFTER HANDOVER**

1. Our customer care team are positioned to help and should be able to resolve most of your enquiries. Your first point of contact should be the customer care team at our Glasgow office on [Customercare@dawn-homes.co.uk](mailto:Customercare@dawn-homes.co.uk). You will receive an acknowledgement of your written concerns within two working days. We aim to give a substantive response to your written enquiry within 28 days, however would hope it would be sooner than this.
2. If your enquiry has not be resolved or you are not satisfied with the outcome, please contact our Customer Care Manager at the Glasgow office on 0141 285 6700.
3. In the unlikely event that your complaint remains unresolved following your telephone call to Head Office, please write to our Managing Director Martin Egan at our Glasgow office. Martin has full and final responsibility to resolve your complaint, but will only be in a position to do so if you have completed the above steps.

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