



Protection for new-build home buyers

Wyatt Homes Buyers/Homeowners Complaints Procedure

Our Sales Advisors are here to assist you at every step of your buying journey and you can easily reach them via their [development](#) email addresses. However, if you need to escalate a matter, please contact our Head Office at complaints@wyatthomes.co.uk.

If you're a homeowner within your 2 year customer care period, please contact customer.care@wyatthomes.co.uk

Upon making a complaint, we will provide you (the buyer), with a written acknowledgement within 5 working days. A more detailed response will follow within 20 working days to ensure a thorough examination of your concerns.

A written final response will be provided as soon as possible after any further investigation has been carried out. If your complaint evolves into a dispute, you (the buyer), have the option to refer it directly to the Independent Dispute Resolution Scheme or the Home Warranty Body (or both), as appropriate:

- If you (the buyer) do not receive a response from, us (the developer) within 20 working days of the complaint being made.
- If an amicable resolution cannot be reached within 56 calendar days of the complaint being made.
- If the defective, faulty, or incomplete works are not resolved within the agreed timescale made between you (the buyer) and us (the developer).
- No later than 12 months after our (the developers) final response to the complaint.

It's important to note that utilising our complaints procedure, or the Independent Dispute Resolution Scheme does not impede your normal legal rights.

If the issue is not covered by the New Home Warranty, the Home Warranty Body may provide you with information about the Code's Independent Dispute Resolution Scheme (refer to section 5.1 – After Sales Service and Defects Resolution). Please note that the Independent Dispute Resolution Scheme can only deal with matters that are within the scope of the code (refer to [The Consumer Code Scheme](#) pages 10 - 11).

For additional information about the Independent Dispute Resolution Scheme, please [click here](#).

Your satisfaction is our priority and we are here to ensure a smooth and transparent resolution process for you.