

# COMPLAINTS HANDLING PROCEDURE

We put the same care into looking after our customers as we do into building our homes. Complaints are rare — but if one arises, we take it very seriously.

We're a Registered Developer with the New Homes Quality Board and comply with the New Homes Quality Code.

Here's what to do if you have an issue that isn't getting resolved informally and want to make a formal complaint:

We'll acknowledge it within 5 calendar days\*.

We'll look into your concerns and send a response which details our proposed plan to resolve it within 10 calendar days\*. This response will explain how we plan to work with you and how long it should take.

We'll send you a full complaint assessment response in no later than 30 calendar days\*. If the complaint is resolved, this will outline what steps were taken. If it isn't, the response will detail what has caused the delay, and the likely date for it to be resolved.

Once the complaint has been resolved, we will send a report which explains what action has been taken and confirms that the case has been closed.

In the unlikely event that the complaint remains unresolved after 56 calendar days\*, we'll send you a further update on what's caused the delay and the next steps, with a new estimated date for resolution. We'll keep you updated every 30 days until the matter is resolved.

If further resolution is needed, you may be able to refer your complaint to any dispute resolution service offered by your warranty provider, or the New Homes Ombudsman Service.

It's within the New Homes Ombudsman Service's discretion to decide when or if to accept a complaint, in accordance with the scheme rules. The New Homes Ombudsman Service can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant.

**FOR MORE INFORMATION  
CONTACT THE TEAM:**

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**REGISTERED DEVELOPER WITH:**

**AWARD WINNING IN  
CUSTOMER SERVICE**

\*All dates refer to time elapsed after the complaints initiation date (CID). The CID is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).

