



Complaints Policy

Kinspire Homes aim to attain the highest levels of customer satisfaction. Whilst we will always strive to achieve this, we recognise that on some occasions, things can go wrong.

In situations where customers may feel that the Remedial Process has not been correctly adhered to, we would encourage you to first familiarise yourself with our remedial procedure, fully explained in your Homeowner Pack, as this provides a wealth of information on what to expect in your new home.

Our commitment to you

Your satisfaction is important to us and is the focus of everything we do. Should you wish to raise a complaint, this should be directed to the Customer Service Team in writing,

E-mail to, customerservice@kinspiregroup.com

Write to, Customer Service, Kinspire Group, Great Barn North, Brockhampton, Hereford, HR1 4SE

Upon receipt, your complaint will be dealt with by a dedicated member of the team, who will follow our complaints procedure. It is important that each stage is followed, as outlined below, to enable matters to be handled correctly.

We will always acknowledge receipt of your communication within 24 hours of normal office opening times.

We will investigate your complaint, gathering further information with the aim to resolve matters as soon as possible. Please note the timescales will vary depending on the nature and complexity of the issue.

We will strive to do our best to handle your complaint in a fair and reasonable manner.

Our homes are built to warranty standards, and we will use this benchmark to assess your concerns where appropriate.

All responses to customer complaints will, where possible, be made by email, however from time to time we may need to contact you during the investigation to gather further information.

Once our detailed investigation is complete, we will write to you confirming our findings. Where we cannot agree to any further action, we will always provide you with explanation.

Please note it is not company policy to offer compensation and if we have got something wrong, our focus will be to put this right as quickly and reasonably as practicable. In cases where remedial work is required, resolution of the concern in full will be subject to accessible lead times for both materials and labour.

Areas that are not covered under our complaints procedure include:

- Every day matters such as reporting or chasing repairs
- Accounts queries
- Complaints relating to other residents, including parking issues or any neighbourhood disputes



Initial Communication

All initial complaints will be handled by our customer service team, who will acknowledge receipt.

To begin the investigation and easily review any related history, your address, plot number and your preferred contact method will be required. Additional information including the details and relevant supporting documentation will also be needed and it may also be helpful to understand your desired outcome.

We will seek to provide you with a swift response to your complaint in writing which may detail any remedial work required. Where work is necessary, we will work with you to make suitable arrangements.

Second Stage

If our response does not meet with your approval, our complaint will move to the second stage.

In this case your complaint will be referred onwards, and handled by, one of our Site Managers to attempt a resolution.

Third and Final Stage

We sincerely hope that we can satisfy your concern without any further escalation, however if upon receipt of our second stage response, you remain unhappy with the outcome and feel there are reasonable grounds to escalate your complaint, you may request that it is reviewed by a Director. We will then detail our full and final response to your complaint and our reasons for the same.

Please note that whilst we will seek to deal with your complaint as quickly as possible, on some occasions, information gathering, and verification may take a little longer than we anticipate and therefore a specific response timescale is not always possible. Please be assured that we will endeavour to keep you updated throughout the process and inform when delays are unavoidable.

At Kinspire Homes, we will always aim to achieve the highest standard in quality. Where this fails, or if we do not deliver an appropriate level of service to meet your expectations, we hope that our Complaints process will provide all the assistance you need to reach a full and satisfactory outcome.