



Pocket Living Complaints Procedure - Sales

Our Pocket Sales Team is knowledgeable, friendly and passionate about what we do. To ensure that every customer has the best possible experience of purchasing (and owning) a Pocket home, our team is encouraged to use common sense and discretion in responding to individual situations.

If a customer is unhappy with something, we will do our best to resolve any issues as quickly as we can. Often, an initial complaint can be resolved without escalating into a formal complaint. This document sets out how we address initial complaints, escalations and formal complaints.

When handled well, complaints can provide our customers with a form of redress when things do not go according to plan. Responding positively to complaints allows us to improve customer satisfaction and implement better policies and procedures going forward. We know this approach will make us better at what we do and help us in continuous improvement.

What is a complaint?

Pocket defines a sales complaint as:

An expression of dissatisfaction in relation to the purchase of a Pocket home with regard to our action or lack thereof, or about the standard of service provided by or on behalf of Pocket Living.

A complaint may relate to:

- Failure to provide a service
- Inadequate standard of service
- Dissatisfaction with a policy implemented by Pocket Living
- Failure by Pocket Living to follow the appropriate administrative process
- Delays in responding to enquiries and requests
- Lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- Unfairness, bias or prejudice in service delivery
- A member of staff or recommended solicitor or recommended Independent Mortgage Advisor

A complaint cannot be:

- A routine first-time query or request for a service
- A request for compensation only



- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already confirmed that it has been closed.

Complaints procedure:

Stage 1 – Initial Complaint / Frontline Resolution

If you're unhappy with our service and you would like to make a complaint, you or someone acting on your behalf should raise this with either your Sales Consultant or our Sales Team on sales@pocketliving.com.

Frustrations can often be settled relatively quickly between a purchaser and our team without the need to go through the formal complaints process. We will always try to resolve your initial complaint as quickly as possible.

Stage 2 – Escalation

If you are unhappy with the response to your initial complaint and would like to take the matter further, you can request that it is escalated to a senior member of the Sales Team.

At this stage, your complaint will be reviewed fully and further details will be requested if required. We will acknowledge a complaint within one working day and aim to provide a full response within 10 working days.

Stage 3 – Formal Complaint

If your complaint cannot be settled informally, please send an email to complaints@pocketliving.com outlining your complaint, providing full detail on why you think you have received an unsatisfactory level of service from Pocket Living. The complaint will be acknowledged within 5 calendar days of the formal complaint initialisation date*. This will then be reviewed by our senior management team.

Please make your complaint as specific and detailed as possible. The more information you can provide about what you are unhappy with, the easier and quicker it may be to resolve the issue. Please also help us by letting us know how you think we could do better next time.

We will investigate your concerns and send a response which details our proposed pathway to resolution within 10 calendar days of the complaint initiation date*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.



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We will send a full complaint assessment response by no later than 30 calendar days. If the complaint has been resolved, this will confirm what steps were taken. In the event that the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution.

When the investigation is complete, a detailed response will be emailed to you covering the following:

- details of our findings;
- any action we have taken;
- our proposals to resolve your complaint; and
- any changes we have implemented to improve our policies and procedures moving forward.

In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date*, we will send a further response to provide information on what has caused the delay, what are the next steps and the anticipated date for resolution. We will also keep you updated no less than every 30 days until the matter is resolved.

We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then 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 is within the New Homes Ombudsman Service' 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.

*The complaints initiation date (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).

Queries:

For any questions regarding our sales complaints procedure, please contact sales@pocketliving.com.

30 November 2022