



If you're not happy with your new Wickford home please talk to us

New Homes Complaints Procedure ©

Stage one: If the complaint is concerning your home please contact the Aftersales care team managed by EJ Taylor & Sons Ltd. The contact information can be found in your hand over pack/book. If the issue cannot be resolved then;

Stage two: Contact Wickford Development Company Ltd in writing to Mr Stephen Hammond, General Manager of Wickford Development Company Ltd at Wickford House, The Street, Hatfield Peverel, Essex, CM3 2EH. You will receive a holding response with 5 days of your formal complaint. Your complaint will then be investigated and you will receive Wickford's formal response within 28 days. You can also send your formal complaint electronically to:

info@wickforddevelopment.co.uk

Please include the following information:

- Your name and contact details and method of communication you prefer.
- A clear description of your complaint including dates.
- Description of the issue which has arisen for you to make a formal complaint.
- Include any previous correspondence with those whom have tried to address your complaint in stage 1.
- Your future expectations in relation to the complaint made.
- Supporting documentation and photographs.

Stage three: If the complaint cannot be resolved amiably you may wish to refer to your home warranty or contact Independent Dispute Resolution Scheme. Details can be found in the Consumer Code for Home Buyers:

<https://consumercode.co.uk/home-buyers/how-are-complaints-dealt-with/independent-dispute-resolution-scheme-work/>

Dated: 15/01/2024