



Complaints Procedure

Our dedicated team

We aim to provide our customers with the same level of care and attention that we use to build our homes. We are confident that we produce high quality homes across all our projects. However, we appreciate that despite our best efforts sometimes things can go wrong. That is why we have created a dedicated After Care Team who is committed to providing help and support to our customers after they move in. If our team has been unable to resolve your issue and you have a complaint, we ask that you let us know as soon as possible so that we can have the opportunity to reach a resolution.

How to report an issue

We have processes in place which are designed to deal with your complaint quickly and effectively.

After Care Manager

We hope that you are very happy in your home and that there were no issues to report. However, we remain committed to you after your sale has completed and want to hear about your concerns. If the After Care Team has been unable to resolve the matter, please get in touch with our After Care Manager.

Please address your complaint, in writing, for the attention of the After Care Manager. We suggest that you either send a letter to our head office:

Twelvewoods House

Twelvewoods Business Park

Dobwalls

Liskeard

Cornwall

PL14 6LN

Or send an email to enquiries@pearcefinehomes.com

Our After Care Manager will acknowledge all formal complaints within 2 working days of receipt and will aim to respond in full within an additional 10 working days.

Managing Director

In the unlikely event that our After Care Manager is unable to resolve matters, please direct your complaint to our Managing Director at the same address.

Our Managing Director will acknowledge your complaint within 2 working days of receipt and will aim to respond in full within 15 working days.

Legal Representative

We hope that your complaint can be resolved sufficiently and quickly by our Managing Director.

However, if you are not satisfied, we will acknowledge your complaint within 2 working days and refer your complaint to our Legal Representative.

Our legal Representative will aim to respond in full within an additional 15 working days.

The Pearce Fine Homes Group regularly reviews our formal complaints procedure to ensure that we are dealing with and resolving issues as quickly as possible. We are committed to improving the service we offer to our customers and may amend the procedure as necessary in order to achieve this.

