



Persona Homes

by Home Group

## Making a complaint, compliment or comment



*Persona Homes by Home Group  
exists to help our customers to  
achieve their home ownership  
aspirations.*

We aim to provide our customers with great value, well-designed homes with outstanding support throughout the home buying process.

Occasionally, we make mistakes. When this happens, we are always keen to hear your feedback so we can make it right and improve how we work.

If you're unhappy about how we act on your feedback, or don't think your concerns have been properly heard, you can make an official complaint. This guide takes you through the complaints process and what to expect.



## An overview of our complaints procedure

You can make a complaint in person, by phone, by email or by written letter. Whilst we want to resolve all complaints quickly and effectively, we will always let you know if a matter needs detailed investigation and keep you updated on our progress.

Once you've been in touch, we will always tell you who is dealing with your complaint and keep you up-to-date on any developments. We will then try to resolve your complaint.

Our complaint procedure is dependent upon the type of home ownership and the date upon which you reserved your property. This will also affect the regulator you can appeal to if you remain unsatisfied. We will provide the relevant information within our final decision and of course will be happy to explain this to you in further detail.

As of January 1st 2024 we are a registered developer with the New Homes Quality Board ([www.nhqb.org.uk](http://www.nhqb.org.uk)) and comply with the New Homes Quality Code.

## Before making an official complaint...

Our colleagues will always do their best to resolve any issues you have before launching the official complaints procedure. We can address many issues over the phone – give us a call on 0800 030 8888, we'll be happy to help.

If you feel that our team hasn't responded to your concerns effectively, you can file a formal complaint. We treat all complaints seriously, and won't treat you less favourably if you make one.

## How can I tell Persona Homes about an issue?

- Write to us at One Strawberry Lane, Newcastle upon Tyne NE1 4BX
- Complete the 'Get in Touch' form on our website
- Email us at [complaints@yourpersonahome.com](mailto:complaints@yourpersonahome.com)
- Phone us on 0800 030 8888
- Give your feedback to a Persona Homes colleague



## What can I complain about?

- Failure to provide a service
- Our standard of service
- Treatment by or attitude of a member of staff
- Our failure to follow Persona Homes' policies and procedures

You can complain about more than one issue at once, and you can also complain about someone working on our behalf (such as a building contractor) – they don't have to be a Persona team member.





## For shared ownership customers and outright sales customers who reserved prior to January 1st 2024

*Our complaints procedure consists of two stages:*

### *Stage 1*



After you make a complaint, we will aim to acknowledge it within five working days and resolve it in 10 working days. If we take longer than this, we will always write to you to tell you why, and keep you informed of the steps we're taking. If you're not happy with the outcome here, you can escalate your complaint to Stage 2 – please let us know within eight weeks of your initial complaint if you'd like to do so.

### *Stage 2*



We will pass your complaint to a senior Persona Homes team member, who will aim to acknowledge your complaint within 5 working days and will review the Stage 1 outcome and consider any additional information you have provided. We aim to resolve Stage 2 complaints within 20 working days of your complaint being logged. This is the final stage of our internal process.

### *What happens if I'm unhappy about a Stage 2 decision?*



You can escalate your complaint to an external regulator if you're still unsatisfied. The exact process will vary depending on the nature of the complaint, so we will always provide information on how to do this when we send a final decision letter.



## For outright sale reserved after January 1st 2024.

*Our complaints procedure is a one stage process and will include the following steps:*



We will acknowledge all complaints within 5 calendar days of the complaint initiation date.



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.



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.



In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date, we will send our 8 week response letter 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 28 days until the matter is resolved.



Once we feel the complaint has been resolved at any stage after the complaint initiation date, we will send a closure response which confirms what action has been taken.



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.



## What if I'm still dissatisfied?

If you don't feel we have addressed your complaint adequately, you can refer your complaint to either the Housing Ombudsman Service, The New Homes Ombudsman Service or the Consumer Code (via your warranty provider).

### Contact the Housing Ombudsman Service

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)  
**Telephone:** 0300 111 3000  
**Fax:** 020 7831 1942  
**Post:** Housing Ombudsman Service, Exchange Tower,  
Harbour Exchange Square, London, E14 9GE

You can refer your complaint to the New Homes Ombudsman service eight weeks after first raising your complaint.

### Contact the New Homes Ombudsman Service

**Email:** [customer.services@NHOS.org.uk](mailto:customer.services@NHOS.org.uk)  
**Telephone:** 0330 808 4286  
**Post:** West Wing, First Floor, Maylands Building,  
200 Maylands Avenue, Hemel Hempstead, HP2 7TG

Please note that your legal rights will not be affected by raising any complaint.





## Exceptions to our standard process

In some cases, for example, if your complaint is complicated or if we need to work with other organisations, it may take a little longer to resolve. If this is the case we will fully explain the reasons for this and let you know when you can expect a full reply.

There may also be occasions where we issue a final response at Stage 1. We will always discuss the reasons for this with you, and you can still escalate your complaint to the next stage – though you may receive the same response if no new information is brought to our attention.

We may refuse to deal with a complaint if you act unreasonably or are abusive to our team.

## Translation service



If you need any part of this document translating, we offer free translation services for the languages below. Get in touch with us on 0800 030 8888, email [contactus@yourpersonahome.com](mailto:contactus@yourpersonahome.com), or write to us at One Strawberry Lane, Newcastle upon Tyne NE1 4BX. We can also provide an audio tape or large print version of this document on request.

### Afghani (Pushto)

که اړتیا لرئ چې د دې کومه برخه وژباړئ،  
هیله ده زموږ پرله مرکزې دفتر سره اړیکې ونیسئ

### Hindi

यदि आप इसमें से किसी अंश का हिन्दी अनुवाद  
चाहते हैं तो कृपया प्रकाशक से संपर्क करें।

### Mandarin

如果您希望得到该文件任何部分的译文，  
请与我们的总部联系

### Somali

Haddii aad rabtid in qeyb ka mid ah  
kan la tarjumo, fadlan la xiriir  
daabacaha

### Gujarati

જો તમારે આમાંના કોઈપણ ભાગનું ભાષાંતર કરવું  
છાય, તો કૃપા કરી પ્રકાશકનો સંપર્ક કરો.

### Urdu

اگر آپ کو اس کے کسی حصے کی ترجمہ کی ضرورت ہو تو براہ  
کرم ناشر سے رابطہ قائم کریں۔





**CONSUMER  
CODE** FOR  
HOME BUILDERS

[www.consumercode.co.uk](http://www.consumercode.co.uk)



## Contacts

**Telephone:** 0800 030 8888  
**Email:** [contactus@yourpersonahome.com](mailto:contactus@yourpersonahome.com)  
**Address:** One Strawberry Lane, Newcastle upon Tyne, NE1 4BX  
[www.yourpersonahome.com](http://www.yourpersonahome.com)

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