Complaints handling policy

Complaints Procedure

At Prospect Homes, we pride ourselves on customer satisfaction. However, sometimes we may not get things right and customers may feel it necessary to make a complaint.

How do I make a complaint?

To make a complaint regarding any issue or department, please address all communications to complaints@prospectgb.com customers can also make complaints in writing to Prospect Homes GB LTD, 5 Meridian Business Village, Speke, Liverpool, L24 9LG.

So that we can resolve your complaint efficiently please include as much information as possible.

I have made a complaint, what happens next?

No later than 5 days after the receipt of your complaint, you will receive an acknowledgement of your complaint.

No later than the 10 days from the date of the complaint start date you will receive communication, which will inform you on how your complaint will be investigated.

No later than 30 days from the complaint start date you will receive communication with an outcome of the investigation.

In some circumstances, we may need longer than 30 days to complete our investigation. If this is the case, we will let you know and update you again before the complaint is 8 weeks old.

If your complaint is an ongoing or wider issue, you will receive an update at least every 28 days.

Once Prospect Homes has completed the investigation, you will receive communication to close the complaint with the outcome, what action has been taken, and if any further steps are needed.

I'm unhappy with the outcome of my complaint, what can I do?

Prospect Homes will endeavour to close a complaint with a satisfactory and even-handed outcome for our customers. However, if you are not happy with how a complaint is resolved or closed and you may wish to escalate to either your warranty provider or the New Homes Ombudsman Service.

We will let you provide the contact details for these external bodies when we close your complaint.

The external bodies have their own complaints procedures that they will provide you with.