We endeavour to provide all of our customers with a high standard of service and a quality new home. If you are unhappy with our service or the standard of your new home, please contact our After Sales Department via email at [aftersales@matthew-homes.com](mailto:aftersales@matthew-homes.com)

Please provide the following information in your email to help us deal with your enquiry as efficiently as possible:

* Site Name
* Plot number/house number
* Full postal address
* Detailed information relating to your issue, including any relevant photographs

We will acknowledge your complaint and respond within five working days. You can expect a more detailed response within 20 working days once we have thoroughly investigated your complaint and can offer you a fair response utilising the information available to us.

In the unlikely event that you remain dissatisfied with our response and your complaint becomes a dispute, you may refer it to the Independent Dispute Resolution Scheme or the Home Warranty Body (or both).

Your normal rights are not affected by you raising a complaint via our internal procedure or the Independent Dispute Resolution Scheme.

A dispute may be bought to the Independent Dispute Resolution Scheme after 56 days from the date you first raised the complaint but no later than 12 months after we have made a final written response.

