



## Is your complaint about a breach in the Requirements of The Code?

**\** 

YES

Was your complaint made within the first two years of reservation?

YES

NO

## Contact your Home Warranty Body\*

\*That issued the warranty on your

Home. Details of which participating Home Warranty Body is covering the property can be found on the Reservation Agreement and the Home Warranty Insurance certificate.

outside of The Code

Your complaint falls



solicitor or the Citizens Advice Consumer Helpline for further guidance and support

It is advised that you contact a

resolved under warranty?

Has your complaint been

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YES

NO

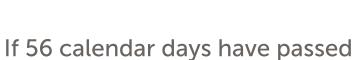


**RESOLVED** 

to the Independent Dispute Resolution Scheme and issue you with the application forms

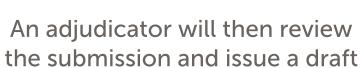
Your Home Warranty Body will

advise you refer your complaint

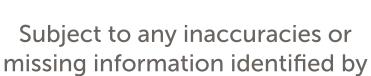


since first raising it with the

Home Builder and no later than
12 months after the Home
Builder's final response you can
complete and return the
application form to the
Independent Dispute Resolution
Scheme



decision for review (called a Proposed Decision)



either/both parties, the adjudicator will issue a final decision



Has the adjudicator found a breach of the Code?

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YES

NO

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The Adjudicator will advise the next steps

It is advised that you contact a solicitor or the Citizens Advice Consumer Helpline for further guidance and support