

Is your complaint about a defect in your property?



YES



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



YES

NO



Contact your Home Builder, who is responsible for remedying relevant defects arising under the Home Warranty two-year defect period



Has your complaint been resolved?

You may wish to ask for the Home Builder's complaints procedure



YES

NO



RESOLVED

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.

You may also wish to raise a claim with the Code's IDRS if you feel your builder has not met Code requirements relating to complaints or after-sales service.



Has your complaint been resolved to your satisfaction under warranty?



YES

NO



RESOLVED



Your Home Warranty Body will advise you have the right to complain to the Financial Ombudsman Service