

An accessible after-sales service

Failure to provide an accessible after-sales service is one of the top complaints raised through the Code's Independent Dispute Resolution Scheme.

Here are some top tips to help you get it right first time:

- 1) Make sure you have understood and implemented the Code's requirements about providing an accessible after-sales service and complaints procedure.
- 2) Always provide new home buyers with clear information about how and who they should raise concerns with once their home is complete. It is not enough to say you provide an after-sales service - you must make it clear to home buyers how they can access it and what it covers.
- 3) Respond to all enquiries in a timely manner. This means both acknowledging the issue and dealing with any necessary repairs quickly (including those that involve using sub-contractors).
- 4) Set reasonable and achievable timescales by when any issues will be put right and then comply with them.
- 5) If problems or delays arise, keep the home buyer informed and consider alternative solutions. This could include a financial remedy for inconvenience caused, if appropriate.
- 6) Follow up discussions in writing/by email, including how any concerns raised have been, or will be, addressed and by when as well as any other commitments or decisions agreed.
- 7) Provide your customers with details of your complaints process and in the event of a complaint, ensure you respond with the required information within the specified timescales.

"The Home Builder did not have suitable systems in place to ensure service commitments were met and did not have an adequate after-sales service through which it dealt with the issues raised regarding outstanding and defective works".

IDRS Adjudicator

What do we mean by 'accessible'?

An accessible after-sales service is one which is clearly explained, easy to contact, and responsive. It's essential to follow-up on enquiries and complaints and stick to any commitments you make.

More resources to help you

Check out these and other resources and blogs on our website:

[Code Requirements with Builder Guidance](#)

[Adjudication Case Summaries](#)

[Guide to Effective Complaint Handling](#)

[Training](#)

[consumercode.co.uk/resources/#home-builders](https://www.consumercode.co.uk/resources/#home-builders)



Protection for new-build home buyers