



Customer Complaints Policy

In the event that you are dissatisfied with any aspect of the service you have received from us, or have specific concerns relating to your home, we would request that you refer to our procedure

(this does not affect your normal legal rights)

You may wish to make your complaint in the following way:

Letter



Email



Most complaints can be dealt with by contacting our dedicated Sales Team at our Head Office.

When contacting us, please provide us with your full contact details and as much information as possible. This will ensure that we are able to respond to you quickly and fairly.

Vaughan Homes Customer Complaints Policy

Vaughan Homes: Aercon Works, 556 Antrim Road, Newtownabbey, BT36 4RF

sales@vaughan-homes.com

**CONSUMER
CODE FOR
HOME BUILDERS**

www.consumercode.co.uk

Complaints Procedure

How we deal with your complaint

If you have a complaint, then this note sets out the procedure which we follow in dealing with that complaint.

