



Consumer Code Complaints

HOW WE WILL HANDLE YOUR CONSUMER COMPLAINTS - A DEVELOPERS GUIDE

STEP 1



We receive your complaint from one of your buyers and take steps to evaluate if we can assist them. If the complaint is outside of the Consumer Code Remit, we may advise them to speak with Citizens Advice, Trading Standards or seek Legal Advice.

If the complaint is within the scope of the Code, we will write to you and provide you with an initial 30 days to respond to your consumer directly to resolve.

STEP 2



STEP 3



If you have not addressed the formal complaint after this time, we will write to chase you up to a period of 56 days.

After 56 days, if the consumer has still not received a response, we can review the complaint further and may then refer the case to Alternative Dispute Resolution and/or review you under the AHCI Internal Sanctions Panel

STEP 4



If the case is referred to Alternative Dispute Resolution, you will then receive an invoice from AHCI Ltd for a £250 referral fee which will be payable within 7 days and after an outcome is reached you may then be assessed via the Internal Sanctions Panel.

STEP 5

