



Consumer Code Complaints

HOW WE WILL HANDLE YOUR CONSUMER COMPLAINTS

(Before submitting your complaint to AHCI, you will first need to raise a formal complaint to the developer in writing via email and/or post). If you have not received a response after 30 days, we can then raise a complaint via the Consumer Code using the below steps.

STEP 1



We receive your complaint and take steps to evaluate if we can assist you, or if we cannot, advise you on other avenues that you can take.

We will write to your developer and request that they contact you direct, reminding them of their obligations.



STEP 2

STEP 3



If you have not received a response after 30 days, we will chase the developer for you.

After 56 days, if you have still not received any response, we can review the complaint further



STEP 4

STEP 5



We will then either refer your complaint to the Alternative Dispute Resolution service, or review the developer via our Internal Sanctions Panel.