

Complaints procedure

Mulberry Homes are committed to providing a high standard of service to our customers and we take all complaints very seriously. We do hope that any issues can be dealt with by your site team, but in the unlikely event that they are unable to resolve matters to your satisfaction then please follow the formal complaints procedure below:

1. In the first instance, please address your complaint to the Head of Customer Experience department at headofcustomerexperience@mulberryhomes.co.uk. You will receive written acknowledgment after the complaint has been received within 5 working days, followed by a more detailed response within 20 working days.
2. We hope your complaint can be addressed by the Head of Customer Experience department however if you feel that your concerns have not been addressed to your satisfaction, then contact the Construction Director at construction.director@mulberryhomes.co.uk who will investigate and respond within 10 working days.
3. In the unlikely event that the Construction Director is unable to resolve matters then please escalate your complaint to the Managing Director at managing-director@mulberryhomes.co.uk who will investigate and respond within 10 working days.

This response will be the company's final position into the matters raised.

If the complaint becomes a dispute the buyer can refer directly to the independent dispute resolution scheme or the Home Warranty body. The dispute may be brought to the IDRS after 56 calendar days has passed since the buyer raised the first complaint. No later than 12 months after the final response.