



Complaints Procedure

Our commitment to you

Bondgate Homes is committed to providing homes and service to a high standard. We work hard to resolve any issues our customers bring to our attention, but we also know that sometimes things can go wrong. If you have any concerns or dissatisfaction in any way, we will do our utmost to resolve your issue in a fair and transparent way.

We want your journey with Bondgate Homes to be as smooth and enjoyable as possible. Please follow our complaints procedure below to help us deal with your concerns efficiently and effectively.

What we need from you

- Your name and address
- Details of how we can contact you
- A clear description of your complaint
- Details of what you would like us to do to resolve the situation

Step 1

If you've reserved but are yet to complete the purchase of your home and you're dissatisfied with the service we've provided, please raise your concerns with your Sales Executive.

If you have a complaint, in the first instance you should contact our Customer Care Team on 0191 691 2298

Step 2

If you're not satisfied with the initial response, please send a letter of complaint to our Head Office Bondgate Homes, Wynyard Park House, Wynyard Business Park, Wynyard TS22 5TB or email info@bondgatehomes.co.uk

What we will do

We will acknowledge receipt of your email within 5 working days and respond with our proposed solution within 28 working days, this will may also include out decision not to take any further action.

If we are unable to provide a response to the issue within the timescales, we will confirm what the reason for the delay is and how long it will be before we can provide a full response.

If you are unhappy with how we have dealt with your complaint

Under the consumer code for Home Builders, if you are unhappy with how we have dealt with your complaint, you may refer the matter to your Home Warranty Provider in the first instance eg NHBC

If appropriate, they might refer you to the Consumer Code for Home Builders who run an Independent Dispute Resolution Scheme who will follow an adjudication process. This is entirely independent and will consider the evidence provided by the customer and the housebuilding to reach a decision.