

Formal Complaints Process

At Arkwood Living, we're committed to delivering high-quality homes and excellent customer service. We understand that sometimes things don't go as expected, and when that happens, we want to resolve the issue as quickly and fairly as possible.

Below is our step-by-step process for handling complaints, so you know what to expect and how we'll support you.

How to Contact Us

If you have a concern or complaint, please get in touch with our Customer Care Team using one of the following methods:

Email: customercare@arkwoodliving.co.uk

Post: Customer Care Team, Arkwood Developments, Castle House, Great North Road, Newark on Trent, NG24 1BY

Online: www.arkwoodliving.co.uk

Please include your name, contact details, property address (if applicable), and a clear description of the issue.

Our Complaints Process

Step 1: Customer Care Team

- We'll acknowledge your complaint within 3 working days
- A full response will be provided within 10 working days
- If more time is needed, we'll let you know and keep you updated

Step 2: Escalation to Sales & Marketing Director

- If you're not satisfied with the initial response, your complaint will be reviewed by our Sales & Marketing Director
- You'll receive a further response within 10 working days

Step 3: Final Review by Managing Director

- If the issue remains unresolved, it will be referred to our Managing Director for a final decision
- A written response will be provided within 15 working days



Independent Resolution

In the unlikely event that you've completed all steps and are still not satisfied, you may contact your home warranty provider (e.g. NHBC, LABC, or Premier Guarantee) for independent advice or resolution. Their contact details can be found in your homeowner's pack or on their website.

Respectful Communication

We are committed to treating all customers with courtesy and respect, and we ask the same in return. In cases of abusive or threatening behaviour, we may need to limit or redirect communication to ensure a safe and constructive dialogue.

Our Commitment

We value your feedback and use it to improve our service. Our goal is always to resolve concerns fairly, efficiently, and with care.

Arkwood
Living

More than a *home*