Complaints Procedure

Raising a complaint

We appreciate that occasionally things can and do go wrong; here at Muse we take customer complaints seriously and would like the opportunity to resolve any complaint you may have.

If you feel that we have: -

- Failed to do something that we should have done
- Done something badly
- Treated you unfairly or discourteously

Please let us know, so we can address this.

We will always aim to act fairly and to sort any complaints out on an informal basis through our sales team prior to legal completion and through our New Homes Team after legal completion.

If you are not satisfied with the outcome of your informal complaint, you may wish to make a formal complaint.

The section below sets out how you can raise a formal complaint with Muse.

Raising a formal complaint

1. If your complaint relates to the period before you legally completed. Please write to the following e-mail address: sales@museplaces.com
2. If your complaint relates to the period after you legally completed. Please write to the following e-mail address: london@museresidential.co.uk. In the subject field, please mark your e-mail as a 'Formal Complaint'.

It is important to note in the time frames stated below that the first working day after a formal complaint is received is regarded as the Complaint Initiation Date (CID). For example, if your formal complaint is sent on a Saturday morning, the complaint initiation date will be the following Monday (excluding public holidays).

Once we have received your e-mail, we will: -

- Acknowledge receipt of your formal complaint e-mail in 5 days.
- Within 10 calendar days of the CID we will write to you with a pathway for resolution, this will explain how we will resolve the issue, along with steps and anticipated timescales.
- We will respond fully no later than 30 calendar days of the CID.

If your complaint has been resolved in the 30-days, we will: -

- Confirm what steps were taken

If the resolution is still underway, our response will detail: -

- What has caused the delay
- Anticipated date for resolution
- Once your complaint has been resolved, we will send a closure response which confirms what action has been taken.
- In the unlikely event that your complaint remains unresolved after 56 calendar days of the CID we will send a further response to provide information on what has caused the delay, what are the next steps and the anticipated date for resolution.

We will also keep you updated no less than every 30-days until the matter is resolved.

If you are unhappy with our response

Should you not be happy with our response you may be able to refer your complaint to any dispute resolution service offered by your warranty provider or the New Homes Ombudsman Service (if you reserved after 2nd January 2024).

We are registered with the New Homes Quality Board; you may be able to raise your complaint with them at nhos.org.uk it is the Ombudsman's discretion to decide to accept a claim under the scheme rules. The New Homes Ombudsman can accept complaints that have arisen within 2-years of legal completion, after this time, they may refer you to your warranty provider.

Your home's warranty provider is NHBC further details can be found at nhbc.co.uk