

Is your complaint about a breach in the Requirements of The Code?

YES

Was your complaint made within the first two years of reservation?

YES

NO

Contact your Home Warranty Body*

*that issued the warranty on your Home. Details of which participating Home Warranty Body is covering the property can be found on the Reservation Agreement and the Home Warranty insurance certificate.

Your complaint falls outside of the Code

It is advised that you contact a solicitor or the Citizens Advice Consumer Helpline for further guidance and support

Has your complaint been resolved under warranty?

YES

NO

RESOLVED

Your Home Warranty Body will advise you refer your complaint to the Independent Dispute Resolution Scheme and issue you with the application forms

If 56 calendar days have passed since first raising it with the Home Builder and no later than 12 months after the Home Builder's final response you can complete and return the application form to the Independent Dispute Resolution Scheme

An Adjudicator will then review the submission and issue a decision

Has your claim been agreed?

YES

NO

The Adjudicator will advise the next steps

It is advised that you contact a solicitor or the Citizens Advice Consumer Helpline for further guidance and support