

Is your complaint about a defect in your property?



YES



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



YES

NO



Contact your Home Builder who is responsible for remedying relevant defects arising under the Home Warranty two-year defect period

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.



Has your complaint been resolved?
You may wish to ask for the Home Builder's complaints procedure

Has your complaint been resolved to your satisfaction under warranty?



YES

NO

YES

NO



RESOLVED

RESOLVED

Your Home Warranty Body will advise you have the right to complain to the [Financial Ombudsman Service](#)