



Customer Complaints Procedure

- Lendlease will provide a written acknowledgement of any Complaint from a Buyer within five working days of the Complaint being made.
- Lendlease will provide the Buyer with a more detailed response within 20 working days of a Complaint being made. Where applicable, the response will include one or more of the following:
 - An acceptance of the Complaint and what action Lendlease is going to take to resolve the issue(s) raised.
 - An estimated timescale for the work required to resolve the issue(s) raised. The time may vary depending on, for example, the nature of the issues raised, investigative work required, the lead time for sourcing materials, and the preparation work needed.
 - A rejection of the Complaint and details of the reason(s) why the Complaint is rejected.
 - Details of any further investigative work necessary to determine the outcome of Lendlease's decision to either accept or reject the Complaint, including timescales.
 - A written final response will be provided as soon as possible after any further investigation has been carried out and it will set out what part(s) of the Complaint Lendlease agrees with as well as (where appropriate), what part(s) Lendlease disagrees with and why.
- If the Complaint becomes a Dispute, the Buyer may refer it directly to the Consumer Code for Home Builders' Independent Dispute Resolution Scheme or the Home Warranty Body (or both) as appropriate:
 - If the Buyer does not receive any response from Lendlease within 20 working days of a Complaint being made
 - If the Buyer cannot reach an amicable resolution to the Complaint with Lendlease within 56 calendar days of the Complaint being made
 - If any Defective, Faulty or Incomplete Works or issues arising are not resolved within timescales agreed between the Buyer and Lendlease.
- Using this Complaints Procedure or the Independent Dispute Resolution Scheme does not affect the Buyer's normal legal rights. If the issue is not covered by the New Home Warranty, the Home Warranty Body may give the Buyer details about the Independent Dispute Resolution Scheme.
- A Dispute may be brought to the Independent Dispute Resolution Scheme after 56 calendar days have passed since the Buyer first raised the Complaint with Lendlease and no later than 12 months after Lendlease's final response to the Complaint.

This procedure complies with the requirements of The Consumer Code for Home Builders (Fifth Edition, January 2024) and terms which are defined in the Code shall have the same meaning when used in this procedure.