

CUSTOMER SERVICE CHARTER

McDonald Jones Homes is focused on building quality homes – however we recognise that we are a service business and our success is determined by our ability to deliver outstanding value to our customers. We aim to provide each customer with a personalised, seamless experience designed to make building a new home an enjoyable and exciting process. Our Charter sets out how we propose to meet our commitments to our customers and fulfil our self-regulatory obligations.

COMMUNICATION

We are committed to:-

- Being contactable - you can contact us in the way you prefer – by telephone via our main number, by telephone with a direct number for your Client Liaison Officer, by email or in person;
 - Responding to your queries by telephone rather than by email. We will always confirm the discussion by email to you for your records;
 - Responding to your request and queries within the agreed time frame even if we don't have the answers at that time;
 - Returning every call – every day;
 - Making notes on the confidential company programme each time we deal with you;
 - Saving all correspondence confidentially;
 - Being truthful and transparent in our communications;
 - Being respectful, courteous, patient, sensitive and by providing clear and accurate information;
 - Providing you with the communication needed for an exceptional customer experience.
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PRIVACY

We are committed to:-

- Protecting your personal information (including your phone calls and other communications) from misuse and loss and from unauthorised access, modification or disclosure;
 - Providing you with access to the personal information we hold about you;
 - Ensuring that we will only disclose your personal information to third parties such as our related companies, consultants, contractors and service providers to enable those third parties to assist us with providing you with our products and services. We may also disclose Personal Information if required by law, such as regulatory requirements most commonly with local Councils.
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CONCERNS OR COMPLAINTS

We are committed to:-

- Dealing with your concerns promptly, fairly, completely and courteously informing you of what actions we will take to rectify your concerns;
- Providing you with a timeframe for resolution;
- Honouring all our contractual obligations in respect of your contract;
- Ensuring no ramifications for lodging a complaint or concern.