

# FORMAL COMPLAINTS



Please outline the nature of your complaints below.

You will receive confirmation that we have your complaint and we will get back to you within 10 calendar days of when your complaint was received by us.

The complaints initiation date (CID) is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).

Fields marked with \* are required.

**In order to help us resolve any issues it is important that you have followed the complaints processes we have in place. Before raising a Formal Complaint you should have completed our General Issues process. You can find more information on the process at [www.thespringfieldgroup.co.uk/contact-us/general-issues](http://www.thespringfieldgroup.co.uk/contact-us/general-issues).**

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## Your details

First Name\*  Second Name\*

Email\*  Phone number\*

Your development\*  Plot number\*

Address\*

Date of purchase\*  Move in date (if applicable)

How would you like to be contacted: Email  Phone  Letter

Our primary form of communication is email. If you would prefer another, please let us know. Please also note that if you do choose to correspond via letter this can take longer and may have an impact on how quickly your issues take to resolve.

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## Representation

If you have a friend/ family member or other representative acting for you, please give details below. If you don't then this can be left blank.

Representative first name  Representative second name

Representative organisation (if applicable)

Representative email  Representative phone

Please note that where representative details are given communication during the complaint process will be directed to them.

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Please detail the nature of your complaint on the next page.

**What is the nature of your complaint?**

Customer service pre-move in  Customer service post-move in

Condition of your home  Your wider development

Other (please specify)

Please describe the nature of your complaints in detail\*

Please continue on another page if required and also include any photos or supporting evidence.

**What do you think we could do to resolve your issue?**

## Where to send your completed form

Please send your completed form to the relevant office based on which part of the Springfield Group you purchased your home from.

You can cut out the appropriate address below and attach it to your envelope.

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### Springfield North:

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Springfield Properties  
Alexander Fleming House  
8 Southfield Drive  
Elgin  
IV30 6GR  
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### Tulloch Homes:

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Tulloch Homes  
Stoneyfield House  
Stoneyfield Business Park  
Inverness  
IV2 7PA  
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### Springfield Central, Dawn Homes, Mactaggart & Mickel or Walker Group:

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Springfield Properties  
Springfield House  
3 Central Park Avenue  
Larbert  
FK5 4RX  
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