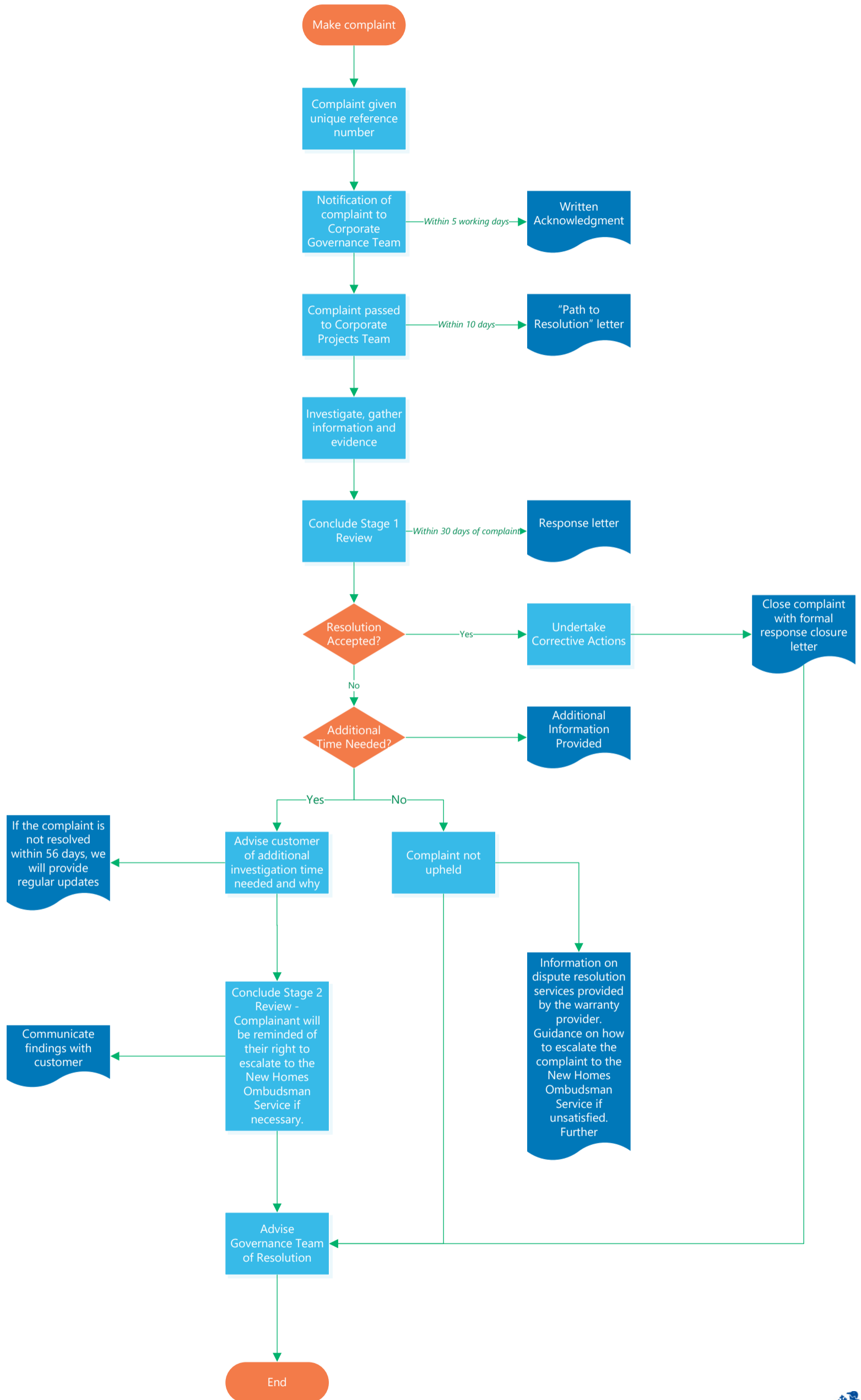


# BCKLWN - New Housing Complaints Procedure - New Homes Quality Board

## 3.4 Complaints Procedure



Note: The developer can send a closure letter to the customer at any stage after the complaint start date.

