
Complaints about our apprenticeships

At NHBC we hope that our customers do not have cause to complain. However, if things do go wrong we believe it is important to resolve any problems quickly and effectively.

How do I make a complaint?

If you have a complaint or wish to raise a concern with us about an apprenticeship, please speak with your tutor/ assessor in the first instance who will do their best to deal with the issue or they will refer it on to their manager for follow up.

If you are still not satisfied, you can follow our complaints procedure.

You can make a complaint in any of the following ways:

By phone

You can call our Consumer Affairs Team directly on **01908 746121**

By email

You can email our Consumer Affairs Team at **nhbc.consumeraffairs@ukemail.icasework.com**

Online

You can complete our online complaint form at **www.nhbc.co.uk/AboutNHBC/Contactus/**

By post

Write to us at our Head Office, NHBC House, Davy Avenue, Milton Keynes, Bucks MK5 8FP. Please address your letter for the attention of our Consumer Affairs Team.

How will you investigate my complaint?

Your complaint will be investigated by the Consumer Affairs Team. The Consumer Affairs Team is a stand-alone function within NHBC who deal with all complaints received across the business.

We will acknowledge your complaint within 5 working days from receipt. We aim to provide a response to your complaint within 20 working days from receipt. If this is not possible, we will let you know and keep you informed of the progress of our investigation.

Following our review, we will issue a written response confirming the details of any proposed action and the options that are available to you should you remain dissatisfied with our response.

NHBC reviews complaints on a regular basis to improve our services and products to prevent recurrence.

If you have a disability, we will make reasonable adjustments to communicate with you through your preferred method of communication throughout the process

If you're not happy with the outcome of your complaint

If you are unhappy with the outcome, you can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled. You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team:

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2W

Email: Complaints.ESFA@education.gov.uk

www.gov.uk/complain-further-education-apprenticeship

NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP

Tel: 0344 633 1000 www.nhbc.co.uk

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