

Our complaint handling procedure

Products and Services

At NHBC, we strive to offer a high-level of service. However, if at any time you think we haven't met your expectations, please let us know. We can work with you to understand what has happened and to try and put things right.

Please note that if your complaint relates to our Resolution Service, our Claims process or NHBC Building Control Services, you should refer to the service specific complaints procedure. Copies of all our complaint procedures can be found on our website www.nhbc.co.uk/AboutNHBC/Contactus/

How do I make a complaint?

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 aim to assess any complaint fairly, consistently and promptly to determine whether it should be upheld and, if so, what remedial action or redress may be appropriate.

How long will it take?

We will acknowledge your complaint within 3 working days from receipt. If we can issue a response immediately, the acknowledgement may be combined with the response.

In all other cases, we aim to provide a final response to your complaint within 10 working days from receipt. If this is not possible, we will let you know and keep you informed of the progress of our investigation. We aim to resolve all complaints within 8 weeks.

Can I refer my complaint to the Financial Ombudsman Service?

We want to resolve complaints with you directly but if you are not satisfied with our final response, you may be entitled to refer your complaint to the Financial Ombudsman Service for its consideration. This a free and independent service for resolving complaints. Whether the Financial Ombudsman Service can review your complaint will depend on what you are complaining about.

In our final response letter, we will let you know your rights and if you can refer your complaint to the Financial Ombudsman Service, we will let you know how to do this and send you a leaflet detailing the FOS complaints procedure.

The Financial Ombudsman Service can be contacted at the following address:

Financial Ombudsman Service
Exchange Tower
London E14 9SR

Telephone: 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk



NHBC, NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP
Tel: 0344 633 1000 www.nhbc.co.uk

NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. NHBC is registered in England & Wales under company number 00320784. NHBC's registered address is NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP.