



NHBC Customer Charter

Our charter for dealing
with our customers



NHBC's Customer Charter sets out our commitment and the standards of service we aim to provide to our customers.

We are committed to providing a high quality professional service which satisfies all customer enquiries by giving clear, consistent, accurate and prompt information.

You can contact us by phone, email or letter. Our offices are open from 8:30am to 5:30pm, Monday to Friday.



We believe in:

- being polite and helpful
- explaining our actions and decisions clearly
- getting it right first time, every time. If we don't, we will admit our error and put things right quickly
- continuously seeking ways to improve the service we provide to all our customers
- treating all our customers fairly.

When you telephone us we aim to:

- answer your telephone call promptly
- enable you to speak to an advisor who can deal with your enquiry
- provide you with the choice to leave a message.

When you write or send an email to us we aim to:

- respond without unreasonable delay, usually within 10 working days
- ensure that our response is clear and concise.

If we have an appointment with you, we aim to:

- be punctual
- do our best to contact you, if we are likely to be delayed by more than 20 minutes
- contact you as soon as possible and arrange a new appointment, where an appointment has to be unavoidably cancelled.

Complaints about our products or service

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

Our Claims Charter, available on our website, www.nhbc.co.uk, or from NHBC Claims, gives information about our process for dealing with complaints about our claims handling.

If you wish to complain about any other aspect of our business or performance, please contact the manager of the relevant department or Customer Services for further guidance. All departments within NHBC can be contacted by dialling 0844 633 1000 and simply saying the department's name.

We will:

- take the complaint seriously
- investigate the circumstances of your complaint
- aim to provide a full response within 10 working days. If this is not possible we will contact you to explain the reason for the delay and when you can expect a full reply
- provide a response confirming the outcome of our review and details of any action proposed.

If, having followed the complaints procedure for the particular department, you remain dissatisfied, please contact Corporate Complaints who will arrange for your complaint to be reviewed on behalf of the Chief Executive.



For further information, call **0844 633 1000** and ask for either 'Customer Services' or 'Complaints' or visit www.nhbc.co.uk.

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