



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 it is important to resolve any problems quickly and effectively.

Should you wish to complain, please contact the Consumer Affairs team on 0344 633 1000 or write to the Consumer Affairs Manager at NHBC House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP setting out the details of your complaint.

The Consumer Affairs Manager will arrange for the circumstances of your complaint to be investigated by a member of the Consumer Affairs team. Following that review a response will be provided confirming the details of any proposed action and the options that are available to you should you remain dissatisfied with our response.

We aim to;

- Acknowledge the complaint within 3 working days
- Provide a full response within 20 working days. If this is not possible, we will keep you informed of the progress of our enquiries.

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

Please note that if your complaint is about NHBC Building Control Services Ltd, the above process takes into account the requirements of the Building Control Performance Standards.