

The arbitration scheme is completely independent of NHBC and is administered by IDRS Ltd, a wholly owned subsidiary of the Chartered Institute of Arbitrators. You can obtain details of the arbitration procedure and appropriate application forms from:

**IDRS Ltd**  
**24 Angel Gate, City Road, London, EC1V 2PT**  
**Tel: 020 7520 3800**

Alternatively there may be other ways of resolving your dispute, such as the courts. We recommend that you seek professional advice from your local Court Centre, Citizens Advice Bureau, Law Centre or a firm of solicitors on the most appropriate means of resolving your dispute.



## NHBC Claims Charter

Our commitment to our customers is to provide a claims handling and resolution service that is effective, professional, courteous, impartial and timely.

Our offices are open from 8.30am until 5.30pm  
Monday to Friday



This leaflet has been printed on material which is produced from well managed forests and is fully recyclable and biodegradable, ECF (elemental chlorine free) and is made to ISO 14001 Environmental Certification.



**NHBC Claims**  
NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP  
Tel: 0844 633 1000 Fax: 0844 633 0022 [www.nhbc.co.uk](http://www.nhbc.co.uk)  
NHBC is authorised and regulated by the Financial Services Authority



### Our aims are:

- To answer calls within 20 seconds after any advisory message, or provide the choice to leave a message.
- To respond to telephone messages within 1 working day.
- To respond to correspondence within 5 working days.

**Please note** - calls that you make to an Investigator's home office may be recorded on an answerphone. These will be responded to within normal working hours when the Investigator returns. Therefore please direct any emergency calls to the claims department.

Telephone calls may be recorded for our records and for monitoring and training purposes.

### When you first contact us

To provide you with the best possible service, it would be helpful if you could give us the following information when you contact us:

- Buildmark or other NHBC policy number
- Property address, including postcode
- Builder's name
- Details of items causing concern

### If we consider the problem may be covered by Buildmark, our aims are:

- Within 1 working day of you contacting us, to inform you who will carry out the investigation, or in cases of disputes with your builder, provide you with information as to how we can help you resolve the dispute.
- To contact you within 2 further working days to arrange the investigation.
- To set the investigation date as soon as possible.
- To issue Resolution Service reports within 4 working days of our Investigator's visit.
- To inform you about whether your claim is valid within 4 working days of our Investigator's visit.
- For valid claims, where NHBC arranges the work and repairs cost less than £5,000, to place a works order with a remedial contractor within 4 working days of our Investigator's visit.

**Please note** - it may take longer to place an order on larger repairs, depending on the scale and complexity of the work or the availability of specialist advice and materials.

If we cannot meet these service standards, or if your claim needs further investigation, we will tell you what we are doing and keep you informed of progress. In all cases we will give you details of the NHBC dispute procedure. We will also outline the options available to you if you consider that our service does not meet your expectation.

### Complaints and disputes procedure

If you are not satisfied with the way we have handled your request for assistance or your claim, please contact the Claims Customer Liaison Manager (quoting the claim reference number) at NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP. The Claims Customer Liaison Manager will then arrange for your concerns to be assessed by a member of the Customer Liaison team.

### We will:

- Take your complaint seriously,
- Carry out an independent review of your complaint,
- Aim to provide a full response within 10 working days confirming the outcome of our review and the details of any action proposed. If this is not possible, we will contact you to explain the reason for the delay and when you can expect a full reply.

### The Financial Ombudsman Service

If you remain dissatisfied after a member of the Customer Liaison team has reviewed your concerns, you are entitled to refer your complaint to the Financial Ombudsman Service. There is no charge for this service and it is completely independent of NHBC. You can obtain a leaflet giving details of the independent Financial Ombudsman Service direct from NHBC, or from:

**The Financial Ombudsman Service**  
**South Quay Plaza, 183 Marsh Wall, London, E14 9SR**  
**Tel: 0845 080 1800 [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)**

The Financial Ombudsman Service will inform you of its findings following their investigation. NHBC must accept its decision, but you need not.

Please note that the Financial Ombudsman Service can only consider complaints against NHBC relating to our insurance cover. The Financial Ombudsman Service is unable to consider issues relating to the builder's obligations or matters relating to our Resolution Service.

### Arbitration

If you do not wish to refer your dispute with us to the Financial Ombudsman Service, or if you do not agree with its decision, you may refer the dispute to independent arbitration. You may also refer a dispute with the builder to arbitration where we are unable to assist under our Resolution Service, or if you disagree with our Resolution Service report.