



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.

If you have a complaint or wish to raise a concern with us, then you should 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 then you can follow our complaints procedure. Please contact the Consumer Affairs team on 0344 633 1000 or consumeraffairsadmin@nhbc.co.uk, 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 5 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.

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.

<https://www.gov.uk/complain-further-education-apprenticeship>

Email or post your complaint to the ESFA complaints team:

Complaints.ESFA@education.gov.uk

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