



NHBC Customer Charter

Our charter for dealing
with our customers



Raising Standards. Protecting Homeowners

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 20 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, 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 01908 746121 or in writing to NHBC House, Davy Avenue, Knowlhill, Milton Keynes, MK5 8FP or at consumeraffairs@nhbc.co.uk, with details of your concerns.

We will arrange for the circumstances of your complaint to be investigated and for a response to be provided to you confirming the outcome of our review and with details of any action proposed.

We aim to provide a full response within 20 working days however, if this is not possible we will keep you informed of the progress of our enquiries.

Dependent upon the nature of your complaint, if you remain dissatisfied after we have reviewed your concerns, you may be 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 Financial Ombudsman Service direct from NHBC, or from:

The Financial Ombudsman Service
Exchange Tower, London, E14 9SR
Tel: 0800 023 4567
www.financial-ombudsman.org.uk



For further information, call **0344 633 1000** and ask for either 'Customer Services' or 'Complaints' or visit www.nhbc.co.uk.

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