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# Complaints about NHBC Building Control Services Ltd

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NHBC Building Control Services Ltd (BCS) are the UK's largest single building control body. Our role is to work with our registered builders to help them achieve compliance with the building regulations. However, if at any time you think we haven't met our obligations as an Approved Inspector, please let us know.

NHBC BCS adopts the definition of a complaint as set out by the Construction Industry Council Approved Inspectors Register (CICAIR) namely 'any expression of dissatisfaction about the performance of an Approved Inspector that is related to its building control services, delivery or actions where a response or resolution is expected.'

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## How do I make a complaint?

You can make a complaint in any of the following ways:

### By phone

You can call our Consumer Affairs Team directly on  
**01908 746121**

### By email

You can email our Consumer Affairs Team at  
**[nhbc.consumeraffairs@ukemail.icasework.com](mailto:nhbc.consumeraffairs@ukemail.icasework.com)**

### Online

You can complete our online complaint form at  
**[www.nhbc.co.uk/AboutNHBC/Contactus/](http://www.nhbc.co.uk/AboutNHBC/Contactus/)**

### By post

Write to us at our Head Office, NHBC House, Davy Avenue, Milton Keynes, Bucks MK5 8FP. Please address your letter for the attention of our Consumer Affairs Team.

## How will you investigate my complaint?

**Stage 1** - Your complaint will be investigated by the Consumer Affairs Team. The Consumer Affairs Team is a stand-alone function within NHBC who deal with all complaints received across the business.

We will acknowledge your complaint within 3 working days from receipt and provide the name and contact details of the complaint handler who will review your complaint. If we can issue a response immediately, the acknowledgement may be combined with the response.

In all other cases, we aim to provide a response to your complaint within 20 working days from receipt. If this is not possible, we will let you know and keep you informed of the progress of our investigation.

**Stage 2** - If you remain dissatisfied, you can request that your complaint is escalated to a Senior Manager who will respond in writing following a second review of your concerns. We aim to provide a response to your complaint within 20 working days from the date of escalation.

**Stage 3** - Our complaints process provides for a final review of your concerns by the Head of Department responsible for BCS. We aim to provide a third and final written response to your complaint within 20 working days from the date of escalation.

A copy of all relevant details relating to your complaint will be held in a separate complaints file that we are required to maintain for a period of not less than five years.

NHBC regularly reviews its complaint data as a mechanism to improve our procedures and prevent future occurrences of the same nature.

## Contacting CICAIR

We will always strive to resolve your complaint with you directly. However, if you are still dissatisfied following our final response, you may be entitled to refer your complaint to CICAIR. Please note that CICAIR will only consider complaints once our internal complaints process has been fully exhausted. We will advise you of your rights and how you can refer your complaint to CICAIR as part of our complaint response.

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NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP  
Tel: 0344 633 1000 [www.nhbc.co.uk](http://www.nhbc.co.uk)

NHBC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. NHBC is registered in England & Wales under company number 00320784. NHBC's registered address is NHBC House, Davy Avenue, Knowlhill, Milton Keynes, Bucks MK5 8FP.

