

Our complaints handling procedure

NHBC Building Control Services Ltd



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 a Registered Building Control Approver (RBCA), please let us know

How do I make a complaint?

Online

You can complete our online complaint form at nhbc.co.uk/complaints

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

By post

Write to us at 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 future occurrences of the same nature.

Contacting the Building Safety Regulator (BSR)

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 the Building Safety Regulator (BSR). We will advise you of your rights and how you can escalate your complaint as part of our complaint response



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