

# Our complaints handling procedure

## NHBC Resolution Service

At NHBC, we strive to offer a high level of service. However, if at any time we haven't met your expectations with our Resolution Service, please let us know. We will work with you to understand what has happened and try to put things right.

Please note that if your complaint relates specifically to our Products and Services or NHBC Building Control Services, you should refer to those specific complaints procedures. Copies of all our complaints procedures can be found at [nhbc.co.uk/complaints](https://nhbc.co.uk/complaints).

### How do I make a complaint?

#### Online

You can complete our online complaint form at [nhbc.co.uk/complaints](https://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](mailto: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?

Your complaint will be investigated by the Consumer Affairs Team. The Consumer Affairs Team is a standalone function within NHBC that deals with all complaints received across our business. We aim to assess any complaint fairly, consistently and promptly to determine whether it should be upheld and, if so, what remedial action or redress may be appropriate.

### How long will it take?

We will acknowledge your complaint within three working days of receipt. If we can issue a response immediately, our acknowledgement may be combined with the response.

We will do everything we can to investigate and resolve your complaint as quickly as possible, keeping you informed of the progress throughout the process.

We expect to resolve all complaints within eight weeks from the date you first raise your concerns.

In the unlikely event that we are unable to resolve

your complaint within eight weeks, we will write to you explaining the reasons for the delay and indicating when you can expect our response. We will also explain if your complaint is eligible to be referred to the Financial Ombudsman Service (FOS) and, if so, how you can do this if you are unhappy with the delay.

### What is a final response?

A final response letter will detail the outcome of our complaint investigation. We will either:

- uphold the complaint and explain how we intend to put things right; or
- not uphold your complaint and explain our reasons for doing so.

### Can I refer my complaint to the Financial Ombudsman Service?

We will always try to resolve complaints with you directly, but if you are not satisfied with our final response you may be entitled to refer your complaint to the Financial Ombudsman Service for its consideration. This is a free and independent service for resolving complaints.

Some aspects of our Resolution Service are not insurance activities regulated by the Financial Conduct Authority. For this reason, the FOS may not be able to consider all complaints referred to them about our Resolution Service.

In our final response letter, we will let you know your rights. If you can refer your complaint to the FOS, we will let you know how to do this and send you information detailing the FOS procedure. If you are entitled to refer your complaint to the FOS, you have up to six months from the date of our final response letter to do so.

The Financial Ombudsman Service can be contacted at:

**Financial Ombudsman Service**  
**Exchange Tower**  
**London E14 9SR**

**Telephone: 0300 123 9123**

**Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**  
**[financial-ombudsman.org.uk](https://financial-ombudsman.org.uk)**



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