



NEW HOMES
OMBUDSMAN SERVICE

**Annual Report of the Independent
Complaints Reviewer
2022/23**

Introduction and Foreword



Margaret Doyle is the Independent Complaints Reviewer for the New Homes Ombudsman Service. She is completely independent of NHOS and is not an employee.

Her role is to investigate complaints about the service provided by NHOS which have exhausted the Stage 2 internal complaints procedure and the complainant remains dissatisfied with the response of the NHOS Chief Executive.

She is not able to investigate, review or overturn Decisions made by the New Homes Ombudsman as these decisions are binding.

She produces an annual report each year to the Board of NHOS and a copy of this is set out below together with the response of the Board.

The first report will be made in the summer of 2023 after one year's operation of the service

***Annual Report 2022-23 of the Independent Complaints
Reviewer [pending]***

Response of the Board of the New Homes Ombudsman Service to the 2022-23 Annual Report 2022-23 of the Independent Complaints Reviewer [pending]