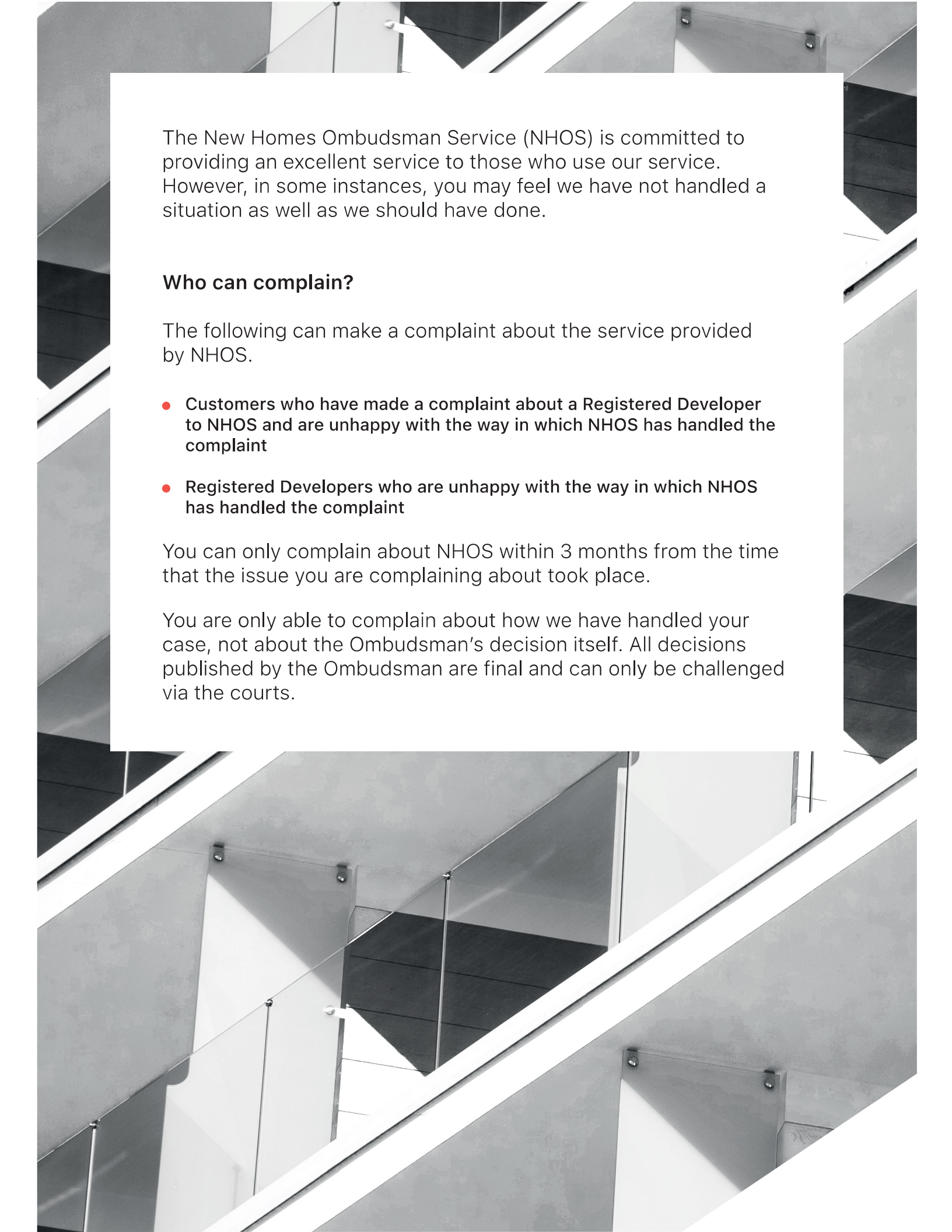




NEW HOMES  
OMBUDSMAN SERVICE

How to complain about  
the service provided by the  
New Homes Ombudsman  
Service itself?



A black and white photograph of a modern staircase with glass railings and metal handrails, viewed from a low angle looking up. The background is a white text box.

The New Homes Ombudsman Service (NHOS) is committed to providing an excellent service to those who use our service. However, in some instances, you may feel we have not handled a situation as well as we should have done.

### **Who can complain?**

The following can make a complaint about the service provided by NHOS.

- **Customers who have made a complaint about a Registered Developer to NHOS and are unhappy with the way in which NHOS has handled the complaint**
- **Registered Developers who are unhappy with the way in which NHOS has handled the complaint**

You can only complain about NHOS within 3 months from the time that the issue you are complaining about took place.

You are only able to complain about how we have handled your case, not about the Ombudsman's decision itself. All decisions published by the Ombudsman are final and can only be challenged via the courts.

## Stage 1

If you are unhappy with the way we have handled your case, the first step is always to contact the NHOS Customer Contact Centre on 03308 084 286 who will try to resolve your issue or refer it to our dedicated Casework Team.

## Stage 2

If you remain dissatisfied with our service, despite efforts from our team to resolve the matter, you can make a complaint in writing to the Chief Executive of the New Homes Ombudsman Service [NHOS] at [complaints@nhos.org.uk](mailto:complaints@nhos.org.uk) [or by post to the address below].

In your complaint, you should provide your reference number, name, preferred contact information and set out the reason for your complaint, why you think our service fell below the standard you were expecting and how you would like it resolved. You will receive a final response within 10 working days of your email or letter.

## Stage 3

If you are still unhappy with the final response to your complaint by the Chief Executive of NHOS, you may refer your complaint about how we have handled your case to the Independent Complaints Reviewer (ICR) within 28 days of the Stage 2 decision. The Independent Complaints Reviewer is not an employee of the New Homes Ombudsman Service and is appointed by the Board of NHOS to independently assess complaints against the New Homes Ombudsman Service.

The ICR will investigate how we have handled your case and issue a final decision. You can make a referral to the ICR via [ICR@nhos.org.uk](mailto:ICR@nhos.org.uk) or in writing to the address below. There is no further appeal process following a decision issued by the ICR.



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📍 [www.nhos.org.uk](http://www.nhos.org.uk)

✉ [info@nhos.org.uk](mailto:info@nhos.org.uk)

☎ 03308 084 286

**New Homes Ombudsman Service**

West Wing, First Floor,  
The Maylands Building,  
200 Maylands Avenue,  
Hemel Hempstead,  
HP2 7TG.