



complaint form

ombudsman reference

Please use this form to tell us about your complaint - so we can see if we're able to help you.

If you're not sure about anything - or have difficulties completing this form - please reach out to us at 03308084286

The New Homes Ombudsman Service deals with complaints about developers who have registered with the New Homes Quality Board.

The Ombudsman will review your complaint to ensure that it can be dealt with by the New Homes Ombudsman.

You can raise a complaint with the New Homes Ombudsman if your complaint meets the following criteria:

- ✓ The developer is a current Registered Developer of the New Homes Quality Board and has signed up to the New Homes Quality Code,
- ✓ The date of Reservation of the property was on or after the Registered Developer became subject to the jurisdiction of the New Homes Ombudsman,
- ✓ The complaint relates to an issue which occurred within 2 years from your Reservation date or Legal completion date, whichever is later,
- ✓ Your complaint is being submitted less than 12 months from the Final Closure Letter,
- ✓ The complaint is a breach of the New Homes Quality Code and you have already raised this with the Registered Developer,
- ✓ You have received your Final Closure Letter or you have waited at least 56 days from the date you submitted your initial complaint to the Registered Developer.

If you meet the above criteria, please proceed and provide us with full details of your complaint along with all the supporting evidence.

You can return this form by

email : info@nhos.org.uk or

post : The New Homes Ombudsman Service,
West Wing, First Floor, The Maylands Building,
200 Maylands Avenue,
Hemel Hempstead,
HP2 7TG



complaint form

Please provide us with your and Registered developer details

All fields are mandatory to fill

First name *

Surname *

Your phone number *

Your email address *

Your current address *

Address of the property which is the subject of the complaint *

1. Name of the Registered Developer *

2. What was the date of the Reservation of the property? *

3. Are you complaining about an issue which occurred within 2 years from your date of Reservation or the date of Legal completion, whichever is latest? *

Yes No Not yet completed purchase but reserved in last 2 years

3.1 Date of your Legal Completion

3.1.1 Date of Reservation of the property

4. Have you received a final complaint Closure Letter from your Registered Developer to your complaint? *

Yes No

4.1 When did you raise your initial complaint with the Registered developer? *

5. Did the issue about which you are complaining occur less than 12 months ago from the Final Closure Letter? *

Yes No

6. Is your complaint a breach of the New Homes Quality Code? *

Yes No Don't Know

Please let us know the most appropriate mode to contact you in case of any additional information needed *

phone email post

There will be times when we need to send you documents. When we do, how would you like to receive them? *

email post

Please summarise your complaint

Areas of Complaint

The Ombudsman can only investigate alleged breaches of the New Homes Quality Code. Please indicate in which areas do you think the developer may have breached the Code:

- Selling a new home**
 - Sales information and marketing
 - Describing the new home
 - No high pressure selling techniques
 - Part exchange and assisted move schemes
 - Considering vulnerable customers
 - Customer service standards and training
 - Legal and other advisers, commission and inducements for goods and services

- Legal documents, information, inspection and completion**
 - Early bid arrangements
 - Reservation agreements
 - Cooling off period
 - Cancellation by the developer
 - Pre contract of sale
 - Contract of sale
 - Keeping the customer informed and pre completion inspection checks
 - Changes, agreement to substantial change and termination of contract for unacceptable changes
 - Complete new home
 - Legal completion
 - Incomplete and ancillary works

- After-sales, complaints management and a new homes ombudsman**
 - After sales service
 - After sales issues and complaints management
 - Snagging period and resolution of snagging issues
 - Complaints process
 - Referrals to New Homes Ombudsman Service [NHOS]
 - Re-sale

- Other**

- Have you complained to a Warranty provider or any other complaint handling organisation or ombudsman (eg. NHBC)?**



Detailed Submission

Please provide detailed responses, summarising your complaint and referring where possible to the New Home Quality Code, then upload evidence to support your complaint.

The information you provide will be shared with your developer.

Selling a new home

Please identify the part of the Code you believe the developer has breached.

Explain the circumstances which gave rise to the breach and why you consider the developer has not addressed your concerns.

Explain how the evidence you will attach below supports your case.

Summary (Any additional comments)

What remedy are you looking to achieve by raising the complaint with the New Homes Ombudsman Service?
Please tick all that apply.

- An apology?
- The problem put right?
- Compensation?
- Other

Please specify

Please provide any further information about the outcome you are seeking, including details of any losses you consider you have suffered, or costs you have incurred.



Legal documents, information, inspection and completion

Please identify the part of the Code you believe the developer has breached.

Explain the circumstances which gave rise to the breach and why you consider the developer has not addressed your concerns.

Explain how the evidence you will attach below supports your case.

Summary (Any additional comments)

**What remedy are you looking to achieve by raising the complaint with the New Homes Ombudsman Service?
Please tick all that apply.**

- An apology?
- The problem put right?
- Compensation?
- Other

Please specify

Please provide any further information about the outcome you are seeking, including details of any losses you consider you have suffered, or costs you have incurred.



After-sales, complaints management and a new homes ombudsman

Please identify the part of the Code you believe the developer has breached.

Explain the circumstances which gave rise to the breach and why you consider the developer has not addressed your concerns.

Explain how the evidence you will attach below supports your case.

Summary (Any additional comments)

**What remedy are you looking to achieve by raising the complaint with the New Homes Ombudsman Service?
Please tick all that apply.**

- An apology?
- The problem put right?
- Compensation?
- Other

Please specify

Please provide any further information about the outcome you are seeking, including details of any losses you consider you have suffered, or costs you have incurred.



Other

Explain the circumstances which gave rise to the issue and why you consider the developer has not addressed your concerns.

Explain how the evidence you will attach below supports your case.

Summary (Any additional comments)

What remedy are you looking to achieve by raising the complaint with the New Homes Ombudsman Service?
Please tick all that apply.

- An apology?
- The problem put right?
- Compensation?
- Other

Please specify

Please provide any further information about the outcome you are seeking, including details of any losses you consider you have suffered, or costs you have incurred.



Warranty provider or other complaint handler

Is your complaint being considered/has your complaint already been considered by another complaint handling organisation, ombudsman or warranty provider? If so, please provide details below.



NHOS Privacy Policy

NHOS Privacy Policy

The New Homes Ombudsman Service (NHOS, "the Scheme") is operated by The Dispute Service Ltd (TDS) who is the Data Controller. All data is processed in accordance with The Data Protection Act 2018, the UK General Data Protection Regulations and all other relevant legislation.

The contact detail of The Dispute Service Ltd are set out below:

The Dispute Service Ltd
West Wing, The Maylands Building, Maylands Avenue
Hemel Hempstead
HP2 7TG

www.thedisputeservice.com

How we collect and process your data

Developers:

Property developers who become subject to the jurisdiction of the New Homes Ombudsman Service through their registration with the New Homes Quality Board. The New Homes Quality Board will provide the NHOS with relevant details about the developer's business and this will be held by the Scheme.

In the event of a complaint lodged by a homeowner, the developer will be invited to respond and upload any relevant evidence using our online portal. This documentary evidence will also be stored by the Scheme, and the developer agrees to this evidence being shared with the homeowner as part of the complaint process.

Other personal information about the developer, or employees, may be provided to NHOS by homeowners as part of their evidence submission when making a complaint through the Scheme.

Homeowners:

We will collect the personal information of homeowners when they lodge a complaint with the New Homes Ombudsman Service. This data will be limited to the relevant data in processing the complaint.

Homeowners will also be given the opportunity to upload documentary evidence as part of their complaint and this will be stored by the Scheme. Homeowners agree that this evidence will be shared with the developer as part of the complaints process when agreeing to this privacy policy.

Analytics and website performance:

We use third-party services, such as Google Analytics, to collect standard internet log information to track usage of our website. The information collected is not used to identify individuals.

Cookies

Our site uses cookies in order to enhance your experience. The cookies we use do not store personally identifiable information. You are able to block or restrict the use of cookies which are set as a result of visiting this website within your browser settings.

Restricting or blocking cookies may impact the functionality of this website.

Useful information about cookies and how to control them can be found at www.aboutcookies.org.

Legal basis of processing

We rely upon consent as our legal basis for processing. Homeowners can withdraw consent from us processing a complaint at any time by writing to us, or emailing us.

Developers will be signed up as members to the New Homes Quality Board. Processing of data will be required in order for us to provide our services.

We also rely upon our legitimate interest to use the data in order to satisfy our obligations to homeowners and developers.

We use the data we collect to operate the New Homes Ombudsman Service and process complaints lodged with the scheme.

Retention of information

All developer data will be held while they are subject to the jurisdiction of the NHOS. In the event that the developer is no longer registered with the New Homes Quality Board, their data will be held for a period of one year after they have ceased to be registered, with data for any complaints held for one year after the complaint has been concluded.

All customer data relating to complaints processed by NHOS will be held for 12 months after the complaint has been concluded.

Sharing your data

We do not share personal information with individuals or companies outside of Dispute Service Ltd except in the following circumstances:

Consent

Where you choose to engage in our independent complaint handling process which consists of submitting personal information and evidence to an online portal, this evidence will be viewable by employees dealing with the case at NHOS along with the parties to the complaint, including any persons acting on their behalf.

Legal reasons

We retain the right to share your information with organisations or individuals if we reasonably believe in good faith that disclosure of information is necessary to:

- Fulfil an applicable law, regulation or legal process.
- Fulfil an enforceable Government request.
- Protect vital interests of a data subject (e.g. life or death situations, vulnerable situations) and performance of a task in the public interest.
- Address fraudulent activity including in the prevention or detection of it.
- Address a security issue.
- Address a technical issue.



Privacy notice

The Dispute Service reserves the right to share non-personal information publicly and with our partners for educational purposes, publication of annual reviews or publication of statistics.

Our Data Processors

Information is disclosed to third parties who The Dispute Service holds a contract with for data processing circumstances (for example, our website providers).

Your rights

Under the UK General Data Protection Regulations (GDPR), you have a number of rights regarding the data we hold for you. TDS wants to ensure our customers are aware of their rights and how we ensure they are met:

Right to rectification – Your right without undue delay to rectification of inaccurate personal data. Our customers are able to update their personal details online under their account or alternatively, can contact TDS for help updating details.

Right to erasure – Your right to the deletion of your personal data. TDS will consider a request for data erasure on a case by case basis depending on whether TDS must retain the data for legislative purposes. Where it is not possible to erase your data we will write to you to tell you why.

Right to restrict data processing – Your right to obtain from us restriction of data processing. TDS will consider the GDPR circumstances that may be relevant around any request. Where processing restrictions are granted, such personal data will only be processed with consent or in relation to legal claims. Where it is not possible to restrict the processing of your data, we will write to you to tell you why.

Right to data portability – Your right to receive personal data in a structured, commonly used format. You are able to find your personal data under your account. Alternatively, TDS will provide all data held for you in a machine readable format.

Right to object – Your right to object at any time to processing of personal data. TDS will only proceed with processing if we have compelling legitimate grounds for processing after an objection to processing. If we believe this to be the case, we will write to you to tell you why.

Right to not be subject to automated-decision making – TDS will not subject any individual to automated-decision making.

Contact us

All individuals are entitled under the UK General Data Protection Regulations to request a copy of the information an organisation holds on them. You are entitled to ask us for:

- Information on what data TDS hold for you.
- Clarification on whether any personal data is being processed.
- Reasons why any personal data is being processed.
- A copy of the data held.

We will not normally make a charge for providing this information, unless you make multiple requests within any 12 month period, or your request for information is clearly vexatious. Where we believe this is the case, we will write to you with the cost of providing the information before proceeding with your request.

TDS will deal with any subject access requests within 30 days in accordance with GDPR.

To make a subject access request please send your full name to the following email: [insert email]

To make a complaint or for further information regarding personal information held by TDS on yourself, please email: [insert email]

You have the right to make an enquiry or complaint to the Information Commissioner's Office (ICO) if you are unhappy with our use of your data. Further details can be found on the ICO website.

Your name

Signature

Date

Day	Month	Year
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