

Making a complaint

We want to provide excellent services to all of our customers all of the time. But we know that sometimes things go wrong or the service you receive falls short of your expectations. When this happens we want to hear from you so we can put it right and prevent similar problems from happening again.



How to make a complaint



By Telephone: 0330 1234 034



Write to: Bromford, 1 Venture Court, Broadlands,
Wolverhampton, WV10 6TB



Visit our website: www.bromford.co.uk



Contact us on social media



If you are dissatisfied with the action being taken, you can refer your complaint to the New Homes Ombudsman Service. More information can be found here www.nhos.org.uk

Bromford.

New Homes

What happens after we've received your complaint?

Complaints will be handled by our complaints process which can be found [here](#)

Following completion of our internal process, if the customer remains unhappy, they can refer directly to the **New Homes Ombudsman Service**

What can you do if you're unsatisfied with our response?

If a customer is unhappy they can refer directly to the **New Homes Ombudsman Service**

Please note that under the scheme rules for the New Homes Ombudsman Service, any complaint that arose within the first two years, can be referred to the New Homes Ombudsman Service after 56 calendar days of the complaint Initiation Date.

A referral to the to the New Homes Ombudsman Service may fall outside the first two years after Legal Completion, however, it is expected that any complaint should always be made promptly. Upon receipt of a complaint the New Homes Ombudsman Service will let you know if it something they can consider.

If you're unhappy with our final response to your complaint?

If you remain dissatisfied after you've been through our complaints process, you can refer your complaint to the New Homes Ombudsman by contacting them in any of the following ways:



By Telephone: 0330 808 4286



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



Email: customer.services@nhos.org.uk



Visit: www.nhos.org.uk

However, you do not have to wait until our internal processes are exhausted and can contact the New Home Ombudsman Dispute Resolutions Team at any time during the complaint process to seek their guidance.

For further information you can visit their website www.nhos.org.uk