

complaint form

Complaint form

Please fill in all sections of this form in full and send back to: Customer Services Manager, National Federation of Builders Ltd, B&CE Building, Manor Royal, Crawley, West Sussex, RH10 9QP.

Section 1 – Complainant details

Your name	
Your address	
Postcode	
Phone number	
Mobile number	
Email address	

Section 2 – Builder/contractor details

Builder's name	
Address	
Postcode	
Phone number	
Mobile number	
Email address	

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Section 3 – Details about the works

Date work started	
If the work is finished, please give completion date	
If works are not finished, what stage are they at?	
Please briefly describe the work below	
What type of agreement applies to the work? (formal contract* or verbal agreement) *please include a copy of the contract	
Were other quotations sort?	

Section 4 – The complaint

What is the nature of the complaint? (please tick)	
Non completion or time issues	
Financial	
Quality of workmanship	
Other - please give details below:	
Have you tried to resolve the complaint with the builder?	
Are any solicitors or courts involved?	



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Please explain about your complaint (Please continue onto a separate sheet if you need to)

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Section 5 – Outcome

What outcome are you looking for?

If the dispute can be resolved, would you want the builder in question to complete/adjust the works?

Section 6 – Signature

Your signature

Date

Please ensure you complete all sections in full, give as much detail as possible about your complaint, and sign and date the form before returning it to us.