

complaint form

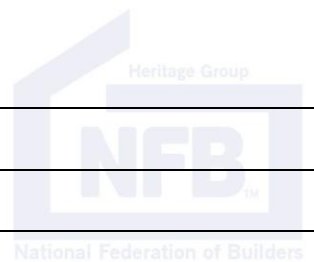
Please fill in all sections of this form in full and send back to:
Customer Services Supervisor, National Federation of Builders, 8A Princess Street, Knutsford, Cheshire,
WA16 6DD or email membershipservices@builders.org.uk

Section 1 – Complainant details

| | |
|---------------|--|
| Your Name | |
| Your address | |
| Postcode | |
| Tel No | |
| Mobile No | |
| Email address | |

Section 2 – Builder/contractor details

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|----------------|--|
| Builder's Name | |
| Address | |
| Postcode | |
| Tel No | |
| Mobile No | |
| Email address | |

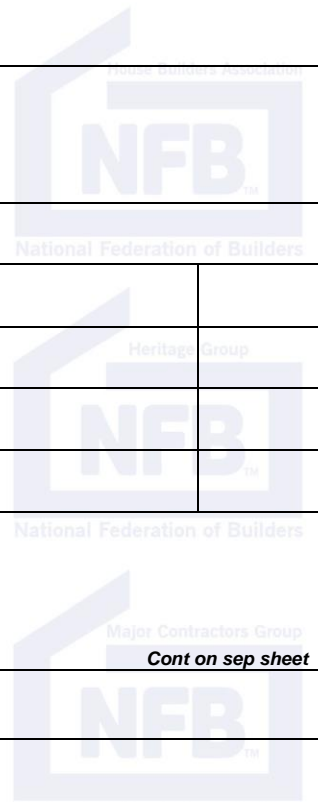


Section 3 – Details about the works

| | |
|--|--|
| 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 sought ? | |

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? | |



Section 5 – Outcome

What outcome are you looking for

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

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Section 6 – Signature

Your Signature

Date

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| | |
| | |

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.

