**Email to: [enter the builder’s email address here]**

[enter the builder’s name here]

[enter the builder’s address here]

[enter today’s date here]

Dear Sir or Madam

**Formal complaint**

**Property address: [enter the property’s address here]**

This is a formal complaint in line with your complaints process.

I wrote to you on [enter the date of your first letter] to notify you about concerns I have with my property.

The issues are as follows:

| **Item** | **Description** | **Date first seen** |
| --- | --- | --- |
|  | [clearly describe the issue, where it is, and when you first noticed it] |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Reasons for my dissatisfaction**

[explain why you’re dissatisfied with the builder here (for example, this could be because they haven’t responded to your previous letters, they’ve provided poor service, they’ve refused to take any action, or you think the work they’ve carried out is unsatisfactory)]

**How I would like this resolved**

[explain what you would like the builder to do here]

I hope we can reach a satisfactory outcome. However, if you don’t respond to my formal complaint within 30 days or if I’m unhappy with your response, I may consider asking NHBC for help under their resolution service or I may pursue my dispute another way.

I look forward to receiving your final written response.

Yours faithfully

[enter your name here]