



Federation of Master Builders Complaint and Dispute Resolution Form

Please complete all sections of this form fully,
then return it to the address which appears on the covering letter

FMB Complaint No

Section 1. Is the work that you wish to complain about, covered under the MasterBond Warranty Scheme? **YES** **NO**
Go to Section 2 Go to Section 3

Section 2. Please insert "Initial Certificate" (WR5) No.
Or "Final Certificate" (WR7) No.

From one of the above certificates, please insert the builders Membership No.

Membership No

Section 3. CLIENT's Name

Full Address

Postcode

Telephone No.

Mobile No.

E-mail Address

Are you available to talk to during the day - Please tick **YES** **NO**

Section 4. Builder's Name

Full Address

Postcode

Telephone No.

Mobile No.

E-mail Address

Section 5. Date work started Date work completed

Section 6. Brief description of work completed or in progress

Section 7. Please indicate which form of agreement was used for the work: (Tick relevant box)

Formal contract e.g. FMB Quotation Contract	<input type="checkbox"/>	Other e.g. verbal agreement	<input type="checkbox"/>
Total value of contract	£ <input type="text"/>	Amount paid to date	£ <input type="text"/>
Estimated value of work outstanding (if applicable)	£ <input type="text"/>	Estimated value of remedial work (if applicable)	£ <input type="text"/>

Section 8 Please supply a brief description of your complaint against your builder (please continue on separate sheet if necessary)

Section 9. Have you attempted to resolve the problem with the builder? **YES*** **NO***

Section 10. Is this matter the subject of court proceedings **YES*** **NO***

Section 11. Are you prepared to refer the dispute to independent third party dispute resolution **YES*** **NO***

Both parties must agree to use independent third party resolution services and to share the associated costs as detailed in the relevant resolutions procedure

Section 12.

Signed	Date
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Don't forget to send copies of the Contract with the builder, the Schedule of Works, relevant correspondence, drawings and photographs etc., to support your complaint

Please note:

If the form is not returned to FMB within 28 days of receipt, FMB will consider the complaint closed.

Please note that there are four possible actions available to the Federation under its Rules. However, these do not include rectification of the work or recompense.

If you have already made application to the Courts to commence litigation, we are unable to process your dispute.

Where work is covered under the MasterBond Warranty Scheme, the complaint may be handled within the conditions of the insurance and will be dealt with by the MasterBond Manager.

National Register of Warranted Builders (FMB) Ltd. is authorised and regulated by the Financial Services Authority.

Federation of Master Builders

Gordon Fisher House, 14/15 Great James Street, London, WC1N 3DP Tel: 020 7242 7583 Fax: 020 7404 0296
www.fmb.org.uk.

**NOTES TO ASSIST WITH COMPLETING
THE FMB COMPLAINT AND DISPUTE RESOLUTION FORM**

Section 1

- If the work is not covered under the MasterBond Warranty Scheme, go to Section 3.

Section 2

- Only complete this section, if the work is covered under the MasterBond Warranty Scheme;
A) Enter the Certificate number from the documentation that you have received
This will be an “Initial Certificate” (WR5) – if works are still in hand
Or it will be a “Final Certificate” (WR7) –if the builder has completed the job.

Sections 3 to 12

- All sections must be fully completed, and the form signed and dated before posting it to FMB.
This must be done within 28 days of receiving the form, otherwise FMB will consider the matter closed.

What to send in with the completed form

- Please also enclose copies of all relevant documentation to support your complaint.
This should include the Contract, the Schedule of Works, any correspondence, drawings and photographs etc.

Where to return the completed form and copy documents:

- **If your dispute relates to work covered under the MasterBond Warranty Scheme,** please forward your completed form, together with all copy documentation to:

The MasterBond Manager
FMB
4 Brooklands Avenue
Cambridge CB2 2BB

If your dispute relates to work by an FMB member, please forward your completed form, together with all copy documentation to:

The Regional Director at your local Regional Office – A list of these is printed below.

A letter of acknowledgement will be sent to you within 7 days of the receipt of your completed complaint form at FMB.

Head Office

Gordon Fisher House
14/15 Great James Street
London WC1N 3DP
Tel: 020 7242 7583
Fax: 020 7404 0296
central@fmb.org.uk

Eastern

4 Brooklands Avenue
Cambridge CB2 2BB
Tel: 01223 462636
Fax: 01223 300848
brianschubert@fmb.org.uk

London

14/15 Great James Street
London WC1N 3DP
Tel: 020 7242 2200
Fax: 020 7242 0505
laurahayes@fmb.org.uk

Midland

Mercer House
780A Hagley Road West
Oldbury
West Midlands B68 0PJ
Tel: 0121 421 2241
Fax: 0121 423 2017
johnwatson@fmb.org.uk

Northern

4 Hutton Terrace
Newcastle-upon-Tyne NE2 1QT
Tel: 0191 281 3844
Fax: 0191 281 5324
barryoliver@fmb.org.uk

North West

72 King Street
Southport
Merseyside PR8 1LG
Tel: 01704 530201
Fax: 01704 532945
howardlocke@fmb.org.uk

Northern Ireland

96 Cardiff Road
Llandaff
Cardiff CF5 2DT
Tel: 029 2057 7711
Fax: 029 2057 7722
geoffbridgeman@fmb.org.uk

Scotland

5 New Mart Place
Edinburgh EH14 1RW
Tel: 0131 442 8830
Fax: 0131 442 8833
grahamebarn@fmb.org.uk

Southern

51 St. Mary's Road
Tonbridge
Kent TN9 2LE
Tel: 01732 771553
Fax: 01732 363658
johnturner@fmb.org.uk

South West

83 Alma Road
Clifton
Bristol BS8 2DP
Tel: 0117 973 6891
Fax: 0117 946 7906
jeremychapman@fmb.org.uk

Wales

96 Cardiff Road
Llandaff
Cardiff CF5 2DT
Tel: 029 2057 7711
Fax: 029 2057 7722
geoffbridgeman@fmb.org.uk

Yorkshire and Trent

Viscount Court, 245 Leeds Road
Rothwell, Leeds LS26 0GR
Tel: 0113 393 4040
Fax: 0113 393 4141
ronwilson@fmb.org.uk