

Complaints Procedure

No Ordinary House Ltd

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Version 1.0

1. Our Approach

We would always rather hear about a problem early than find out about it at the end of a project. Renovation is long, disruptive and personal, and there will be moments where something does not go the way you expected. Most of those moments are resolved with a conversation.

This procedure exists for the times when a conversation is not enough, so that you know exactly how to raise a concern formally, what we will do about it, and how long it will take.

Raising a complaint will not affect how we treat you or how we run your project.

2. What This Procedure Covers

This procedure covers the design services provided to you by No Ordinary House Ltd under our signed agreement. That includes our design work, our drawings and specifications, our communication with you, our management of the design programme, and our conduct as a studio.

What it does not cover, and why

Two things fall outside this procedure. This is not us avoiding responsibility, it is about getting your issue to the party who can actually resolve it.

Building work. Where a main contractor or trade is engaged directly by you under a separate building contract, complaints about workmanship, site conduct, programme or cost sit under that contract. We will support you in raising it, attend site, review the work against our specification and put our position in writing, but the contractual route runs between you and your contractor.

Goods and furniture. Where items are supplied by a third party, faults, damage in transit, delays and shortfalls are dealt with under that supplier's terms. We will manage the claim on your behalf as part of our procurement service and keep you updated.

If your concern is that we specified or managed something poorly, that does sit with us and this procedure applies.

Changes of mind. If you have reconsidered an approved decision and would like something changed, that is a variation rather than a complaint. Speak to us and we will price and programme it in the usual way.

3. Stage One: Talk to Us

Raise it directly with Nichola, by phone, in a site meeting or by email. There is no form and no formality at this stage.

Most concerns are resolved here, often the same week. We will confirm in writing what we have agreed so there is a record.

Contact: nichola@noordinaryhouse.com | +44 7984 717496

4. Stage Two: Formal Written Complaint

If Stage One has not resolved it, or you would prefer to go straight to a formal route, put your complaint in writing to us at hello@noordinaryhouse.com.

Please include

- What has gone wrong, with dates where you can
- Any relevant drawings, emails or documents
- What you would like us to do to put it right

What happens next

- We will acknowledge your complaint in writing within 5 working days.
- We will investigate. This may include reviewing project records, speaking to contractors or suppliers, and visiting site.
- We will send you a full written response within 21 working days of acknowledgement.

If the matter is complex and we need longer, we will tell you before the 21 days are up, explain why, and give you a revised date.

Our response will set out what we have found, whether we uphold your complaint in whole or in part, and what we propose to do about it.

5. Stage Three: Review

If you are not satisfied with our written response, tell us within 20 working days and we will arrange a review meeting, in person or by video call, at a time that suits you. You are welcome to bring someone with you.

We will confirm the outcome of that review in writing within 10 working days of the meeting. This is our final position.

6. Stage Four: If We Cannot Resolve It Between Us

We would always prefer to reach agreement directly. Where that is not possible, there are routes open to you that do not involve court.

Mediation

We are willing to take part in mediation, in which an independent third party helps both sides work towards a settlement. Mediation is voluntary, confidential, and nothing is binding unless both of us agree to it. It is considerably quicker and cheaper than litigation, and it makes it possible to keep working together afterwards.

If both of us agree to mediate, we will jointly appoint a mediator and share the mediator's costs equally unless we agree otherwise.

Alternative dispute resolution

Once we have issued our final position under Stage Three, our internal procedure is exhausted. At that point we will write to you confirming this and giving you the name and website of a certified alternative dispute resolution provider who may be able to consider your complaint, together with confirmation of whether we are prepared to take part.

7. Our Professional Obligations

No Ordinary House Ltd is a BIID Registered Interior Designer practice and an SBID Accredited practice. We work to the BIID Code of Conduct, which sets out the professional and ethical standards expected of members.

If you believe we have fallen short of that Code, you may raise the matter with the BIID directly at biid.org.uk, or with SBID at sbid.org. These bodies consider matters of professional conduct. They do not award compensation or determine contractual disputes, so this route sits alongside rather than instead of the stages above.

We hold professional indemnity and public liability insurance. Details of our cover are available on request.

8. Your Legal Rights

Nothing in this procedure affects your statutory rights. Under the Consumer Rights Act 2015, services must be carried out with reasonable care and skill. You are free to take independent legal advice at any point, and following this procedure does not prevent you from pursuing a claim through the courts.

9. How We Use Complaints

Every formal complaint is recorded and reviewed at the end of the project. Where something in our process caused the problem, we change the process. Several parts of how we run projects exist because a previous client told us something was not working.

10. Contact Us

If you have any questions about this Complaints Procedure, or you would like to raise a concern, please contact:

No Ordinary House Ltd

Email: nichola@noordinaryhouse.com

Telephone: +44 7984 717496

Website: www.noordinaryhouse.com

Registered in England and Wales. Company number 16756754. Registered office: 38–40 Bell Street, Reigate, Surrey RH2 7BA.

This procedure is published on our website and forms part of our client documentation. We review it annually.