

# How we will handle your complaint



Complaints

Mortgages

Savings

Insurance

# How we will handle your complaint

## Our top priority is you

Our customers are our top priority, and we work hard to provide you with the best possible service. However, if at any time you think we haven't met your expectations please let us know. We will try to do everything we can to put things right.

To help with this, we have a complaints procedure that you can use to make us aware of any problems you've encountered. We'll do our best to address things quickly and fairly.

Our complaints procedure meets the requirements of both the Financial Services Authority (FSA) and the Financial Ombudsman Service (FOS).

## Who to contact first

This really depends on the nature of your complaint. If you've been dealing with a branch, please ask to speak to the branch manager.

- **Alternatively, please call:**

0845 607 6612 for mortgage related complaints

0845 744 6622 for savings related complaints

0845 603 4897 for insurance related complaints.

- **Or write to:**

Customer Relations

Chelsea Building Society

Thirlestaine Hall

Thirlestaine Road

Cheltenham

Gloucestershire GL53 7AL

Email: [customerrelations@thechelsea.co.uk](mailto:customerrelations@thechelsea.co.uk)

Fax: 01242 283503

If your complaint cannot be resolved by the end of the next working day we will:

Write to you within five working days of receiving your complaint to let you know your complaint has been received, and then provide you with a final response to the issues you've raised as soon as possible. We will do our best to get back to you within 28 days, but where this is not possible, we will keep you informed of the progress of your complaint at regular intervals.

## What to do next

Once our final response is made, that is the end of our internal complaints procedure. In the vast majority of cases, we are able to resolve issues directly with our customers. However, if you still feel your complaint has not been dealt with satisfactorily, you will then have the option of contacting the Financial Ombudsman Service (FOS) at:

South Quay Plaza  
183 Marsh Wall  
London E14 9SR  
Tel: 0845 080 1800

We will send you a leaflet detailing the FOS complaints procedure with our final response. If you remain dissatisfied, you have up to six months from the date of our final response letter to refer your complaint to the FOS.



## Other feedback

If you don't want to make a complaint but have other issues that you would like to raise, please let us know. We will welcome any feedback that you might have.

You can call us on our dedicated telephone lines for existing customers:

### Mortgages

0845 607 6612

### Savings

0845 744 6622

### Insurance

0845 603 4897

Or alternatively, visit our website and let us know online what you think about any of our products or services.

[www.thechelsea.co.uk](http://www.thechelsea.co.uk)

To access the feedback section, just click on the 'Contact Chelsea' link and then 'Customer Feedback'.

Chelsea Building Society and Chelsea are trading names of Yorkshire Building Society. Yorkshire Building Society is a member of the Building Societies Association and is authorised and regulated by the Financial Services Authority (FSA registration number 106085). Principal office of Yorkshire Building Society: Yorkshire House, Yorkshire Drive, Bradford, BD5 8LJ.

All communications with us may be monitored/recorded to improve the quality of our service and for your protection and security. Charges to 0845 numbers may vary. Prices can be checked with your phone provider. Mobile calls usually cost more.



This leaflet is also available in large print, Braille or as an audio tape. Please ask at any of our branches or telephone us on **0845 744 6622**.

Write to us at:

#### **Chelsea Building Society**

Thirlestaine Hall

Thirlestaine Road

Cheltenham

Gloucestershire GL53 7AL

Tel: 0845 744 6622



[www.thechelsea.co.uk](http://www.thechelsea.co.uk)

