How to make a complaint

CHELSEA BUILDING SOCIETY

IF YOU'RE NOT HAPPY WITH US, WE WANT TO PUT THINGS RIGHT.

We're here to help

We want to give our customers the best possible service, but sometimes things don't turn out quite as expected.

We always aim to resolve complaints quickly and fairly, but if you feel our service is unsatisfactory, please let us know.

When we receive your complaint here's what will happen, we will..

- Send you an acknowledgement – so you know we're working on it.
- Aim to resolve complaints which relate to payments to/from your accounts with us, within 15 days.
- Try to sort out the issue as quickly as possible. If it looks like this could take longer than 28 days we'll let you know – and keep you regularly informed of how your complaint is progressing.
- Send you a letter to explain in detail our **final response**.

Regulation does allow us eight weeks in which to deal with your complaint (35 days in the case of payment related complaints). In the unlikely event we can't meet this deadline, our Customer Relations Team will get in touch.

If you think our decision is unfair, here's what to do next...

We always try sort out problems directly with our customers. But if you're still unhappy with how your concerns have been dealt with, you have six months from the date of our response letter to send your complaint to the Financial Ombudsman Service (FOS). This is a free service.

Their contact details are:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567

E-mail: complaint.info@financial-ombudsman.org.uk

Or visit www.financial-ombudsman.org.uk

We'll include a leaflet about their services with our response letter. This explains what you should do if you'd like them to look into our decision.

Who to contact

Our team's contact details:

Customer Relations
Yorkshire Building Society
Yorkshire House
Yorkshire Drive
Bradford BD5 8LJ

CALL 0800 0565 252
E-MAIL CUSTOMERRELATIONS@YBS.CO.UK

Our printed material is available in alternative formats e.g. large print, braille or audio. Please visit us in branch or call us on **0345 744 6622.**

All communications with us may be monitored/recorded to improve the quality of our service and for your protection and security. Calls to 0800 numbers are free of charge from a landline or mobile.

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