

# Making sure we get it right

## Our commitment to you

Your experiences with our Society are important to us. If we get things wrong, please let us know and we'll investigate your complaint in line with our internal complaints procedure and ensure that a fair resolution is reached.



[leekbs.co.uk](https://leekbs.co.uk)

 **LEEK**  
Building Society

## Making a complaint...

There are a number of ways you can raise your concerns with us so that they can be looked into.



Call us on  
0800 781 6350 or  
01538 384151



Complete the online  
complaint form on our  
website



Speak to one of our  
friendly staff at your  
local branch



Send us an e-mail at  
complaints@leekbs.co.uk



Write to us at Leek Building Society, Head  
Office, 50 St. Edward Street, Leek ST13 5DL

## What happens next...

Many of the complaints we receive are resolved within a few days of being raised with us. Where this isn't the case, we'll acknowledge receipt no later than five working days after we receive your complaint.

We'll aim to resolve your complaint and issue our final response within 15 working days after we receive your complaint. However, there may be times where we're unable to finalise our investigation within this timeframe. If this is the case, we'll write to you to let you know.

If we're unable to resolve your complaint within eight weeks of receipt, we'll write to you to explain why and confirm that the complaint may now be referred to the Financial Ombudsman Service for review.

If you have any questions or concerns about your complaint while it's being investigated, please get in touch and we'll be happy to discuss these with you.

## The Financial Ombudsman Service...

All of the complaints we receive will be fully investigated to ensure a fair outcome is reached. However, if you are dissatisfied with the outcome we provide, you have the option of referring your complaint to the Financial Ombudsman Service for review – free of charge. You should refer your complaint to the Ombudsman within six months of our final response. If you don't, they may not be able to look into it.

The contact details of the Financial Ombudsman Service are:

### In writing

The Financial Ombudsman  
Service, Exchange Tower,  
London E14 9SR

### Online

[financial-ombudsman.org.uk](https://financial-ombudsman.org.uk)

### Call

0800 023 4567

If you'd like more information about the Financial Ombudsman Service and their role, a separate leaflet about this is available on request – either from ourselves or directly from the Ombudsman.

**If you require this information in a different format, please ask a member of staff.**

Leek Building Society, Head Office, 50 St. Edward Street, Leek ST13 5DL  
t: 0800 781 6350 [complaints@leekbs.co.uk](mailto:complaints@leekbs.co.uk)

Leek Building Society is a trading name of Leek United Building Society, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority with firm reference number 100014. Our details can be found on the Financial Services Register at <https://register.fca.org.uk/s/>. Leek United Building Society's address for service is 50 St. Edward Street, Leek, Staffordshire ST13 5DL.

call us on  
**0800 781 6350**