



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.

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 complete our review and issue our final response to your complaint within 15 working days after receiving it. If we're unable to finalise things within this timeframe, we'll write to let you know.

If we still haven't sent you a final response within eight weeks of receipt, we'll write to explain why and to confirm that you may now refer your complaint to the Financial Ombudsman Service.

If you have any questions about your complaint whilst we're reviewing it, please get in touch and we'll be happy to discuss these with you.

The Financial Ombudsman Service...

We'll carefully review your complaint and work to reach a fair outcome.

If you're not happy with this outcome you can ask the Financial Ombudsman Service to review your complaint – free of charge. You normally need to do this within six months of the date of our final response. After that time, the Ombudsman may not be able to consider your complaint.

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

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 us 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

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