

Making sure we get it right

Our commitment to you

At Leek Building Society we're committed to the highest standards of conduct and customer care. We want to know what you have to say about your experience of the Society and your valued feedback will help us ensure that we continue to provide products and services that meet the needs of our customers. 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.

Aiming for the highest
service standards



leekbs.co.uk

 **LEEK**
Building Society

The logo for Leek Building Society, featuring a stylized diamond icon to the left of the word 'LEEK' in a large, bold, sans-serif font, with 'Building Society' in a smaller font below it.

Making a complaint...

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

Call us on
0800 781 6350 or
01538 384151

Send us a fax at
01538 399179

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, Customer Service
Centre, 50 St. Edward Street,
Leek ST13 5DL



What happens next...

Many of the complaints we receive are resolved within a few days of them being raised with us. Where this isn't the case, we'll send you a written acknowledgement no later than 5 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 8 weeks of receipt, we'll write to you to explain why and to 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 whilst 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 that a fair outcome is reached. However, if you remain dissatisfied having received our final response 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 6 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

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, Customer Service Centre, 50 St. Edward Street, Leek ST13 5DL
t: 0800 781 6350 f: 01538 399179
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



The pulp used in the manufacture of this paper is from renewable timber produced from sustainable forests and is elemental chlorine free.

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