



**Leeds Building Society**

# Resolving problems

We aim to provide a high quality service to customers at all times. Unfortunately though, mistakes and misunderstandings do occur. When this happens, we'll do our best to resolve any issues as quickly as possible. This guide outlines our procedure should you have a complaint with the service you have received from the Society.

## Step 1

You should contact the appropriate department as most problems can be resolved at this stage.

## Step 2

If you're still not satisfied, the department will refer your complaint to the Complaints Team who will progress the complaint through the Society's complaints procedure.

## Step 3

We'll acknowledge your complaint within 5 working days following receipt.

## Step 4

During our investigation we may require additional information from you and ask for your authority to contact relevant third parties for more details.

## Step 5

We'll aim to issue you with our final response within 15 working days, or 35 working days in exceptional circumstances.

We promise to handle your complaint, avoid using jargon and ensure we clearly explain the reason for our final decision.

## Time limits for handling complaints

If we've been unable to complete our investigation within the 15 or 35 days stated in Step 5, we'll send you either a final response or a further letter explaining why we're still not in a position to resolve your complaint. We'll also advise you of how you may refer your complaint to the Office of Fair Trading if you're dissatisfied with our response and/or the time we have taken to resolve your complaint. For your information, your calls are recorded for training and monitoring purposes.

## Office of Fair Trading

The Office of Fair Trading, through the Government of Gibraltar are able to assist you with any complaints you may have against the Society.

You can contact them in writing at the address below:

**Office of Fair Trading**, Suite 975, Europort, Europort Road, Gibraltar

**Tel:** (00350) 200 71700

**Email:** [consumer.protection@gibraltar.gov.gi](mailto:consumer.protection@gibraltar.gov.gi)

**Large text, Braille and audio tape versions of our brochures are available on request.**

### Complaints Team

Leeds Building Society,  
26 Sovereign Street, Leeds,  
West Yorkshire LS1 4BJ.

**Tel:** +44 113 225 7777\*

\*We may monitor and/or record your telephone conversations with the Society to ensure consistent service levels and for colleague training purposes. Leeds Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the UK and our registration number is 164992. You can check this on the Financial Services Register by visiting the FCA website at [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 00 44 207 066 1000. The Society is authorised to conduct business in Gibraltar by the Financial Services Commission. Mortgages for properties in Gibraltar are not regulated by the Financial Conduct Authority. Mortgages for properties in Gibraltar are regulated by the Financial Services Commission. LM211 (08/2022)