

# Resolving problems

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

**Step 1** You should contact the appropriate branch or department manager. Most problems can be resolved at this stage.

**Step 2** If you're still not satisfied, the branch or department will refer your complaint to the Complaints Team who will progress the complaint through the Society's complaints procedure.

You may also contact the Complaints Team directly at the address opposite.

**Step 3** We'll acknowledge your complaint within 5 working days following receipt.

**Step 4** During our investigation we may ask you to provide information and your authority to contact relevant third parties for more details.

## Complaints Team

26 Sovereign Street,  
Leeds, West Yorkshire LS1 4BJ

Tel: 03450 502 252\*

\* We may monitor and/or record your telephone conversations with the Society to ensure consistent service levels and for colleague training purposes.

**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.



**Leeds Building Society**

## Time limits for handling complaints

If we've been unable to complete our investigation within 15 working days, we'll send you a letter explaining why we're still not in a position to resolve your complaint and that our deadline to send you a full reply is 35 working days.

Within 35 working days of receiving your complaint we'll either send you a final response or a further letter explaining why we're still not in a position to resolve your complaint. In our response we'll also advise you how you may refer your complaint to the Financial Ombudsman Service (FOS) if you're dissatisfied with our final response and/or the time we have taken to resolve your complaint.

For your information your calls are recorded for training and monitoring purposes.

## Financial Ombudsman Service



We'll send you a copy of the Financial Ombudsman Service's explanatory leaflet with our final response or within 35 working days of receiving your complaint. Our final response will advise you that if you're dissatisfied with the outcome, you may refer your complaint to the FOS. You must do this within 6 months from the date of this letter.

The Financial Ombudsman Service was set up as an independent public body to resolve individual disputes between customers and firms. Their address is below.

Some complaints may have to be referred to other Mediation Schemes. You'll be advised if this is the case.

### Financial Ombudsman Service

Exchange Tower  
Harbour Exchange Square  
London E14 9SR

Tel: 0800 023 4567  
Fax: 020 7964 1001

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

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

Leeds Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. Leeds Building Society is registered on the Financial Services Register under number 164992. You can check this on FCA website at [fca.org.uk/firms/systems-reporting/register](http://fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768.

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



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[leedsbuildingsociety.co.uk](http://leedsbuildingsociety.co.uk)

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