



Leeds Building Society

# Let us know if something isn't right

We'll always try to give you the best service, but sometimes things go wrong.

If a mistake happens, we want to make things right as quickly as we can. The process below explains what to do if you have a complaint.

**1** Contact your local branch or our Contact Centre on **03450 50 50 75\***. Most problems can be solved at this stage.

**2** If you're still not happy, the branch or Contact Centre will pass your complaint over to the Complaints Team to look at.

You can also get in touch with the Complaints Team directly using the details to the right.

**3** We'll let you know that we're looking at your complaint within 5 working days.

We might need you to send us some more information, or let us know if you're happy for us to contact a third party for more information.

**4** We'll try and get back to you within 15 working days of you contacting us. We may need up to 35 working days in some cases.

## Complaints Team

26 Sovereign Street, Leeds,  
West Yorkshire, LS1 4BJ  
Tel: 03450 502 252\*

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**We'll handle your complaint without using jargon, and will let you know the reason for our final decision.**

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

## Financial Ombudsman Service

Exchange Tower, Harbour Exchange Square, London, E14 9SR

**Tel:** 0800 023 4567

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

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



### If we can't solve your complaint in 15 working days

If we can't complete our investigation within 15 working days, we'll send you a letter to explain why.

Within 35 working days of us getting your complaint, we'll send you a letter to explain the result. This will either be our final response, or an explanation of why we couldn't resolve your complaint.

### If you're not happy with our final response

If you're not happy with our final response, you can send your complaint to the Financial Ombudsman Service (FOS).

You must contact them, using the details above, within six months from the date of the final response letter.

The Financial Ombudsman Service is a free, independent service that settles complaints between customers and financial services businesses.

Some complaints may be referred to other mediation schemes. We'll let you know if this is the case.

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 [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register) or by contacting the FCA on 0800 111 6768.

**Braille and audio tape versions of our brochures are available on request. Ask a member of the team.**