

**Registered Office: Granville House Festival Park Hanley Stoke-on-Trent ST1 5TB**  
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# Complaints Handling Procedure

We will always try to resolve any issues straight away. However, we acknowledge that whilst some issues may be simple and can be dealt with quickly, others may be more complex and we may need more time to investigate further. If this is the case, we will send you a formal acknowledgement within 5 working days giving a time scale for our proposed actions and response. Where possible, this will be no more than 7 days after we have acknowledged your complaint.

If the person you report your complaint to cannot resolve your complaint right away they will pass it in turn to:

1. The Supervisor of the Branch or Department concerned.
2. A Senior Manager.
3. The Chief Executive.

**Under no circumstances will a complaint take more than 8 weeks to resolve.**

The Society is a member of the Financial Ombudsman Service, and if you believe that we have not provided you with a satisfactory response, you have the right to ask the Ombudsman to review your complaint. This should be no more than 6 months after you have received the final decision from the Chief Executive.

You can contact the Ombudsman at:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Phone: 08450 80 18 00

e-mail: [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

A leaflet entitled “*Your Complaint and the Ombudsman*” from the Financial Ombudsman Service will be provided with this form.