

Registered Office: Granville House Festival Park Hanley Stoke-on-Trent ST1 5TB

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Visit our website at [www.thehanley.co.uk](http://www.thehanley.co.uk)

## What do you think?

At the Hanley we like to encourage feedback from our members. As a local, mutual building society, we aim to put you at the centre of our business. We have developed a Customer Charter expressing our commitment to our members:

### Our Mission is:

*“To be the chosen provider of mortgage and financial services solutions for customers in our heartland”*

In order to achieve this, we aim to treat you fairly by:

- Treating you as an individual
- Listening to you
- Helping you to choose the financial product which best suits your needs
- Providing information on our products and services in plain English
- Addressing any concerns in a sympathetic and positive manner
- Providing you with *plus 1 customer service* at all times
- Meeting our standards and exceeding your expectations

If you have any comments, good or bad, about our products, procedures, or the customer service provided by our staff, please feel free to let us know.

You can either:

- *talk* to a member of staff at one of our branches;
- *call* us on **01782 255000**;
- send an *e-mail* to **customerservices@thehanley.co.uk**; or
- *write* to us at the above address.

We aim to provide a *plus one* service to all of our customers. However, we acknowledge that occasionally you may not be completely satisfied with the product or service you receive. If this is the case, we need you to tell us.

We will always try to resolve any personal issues straight away. However, if this is not possible we will give you a copy of our Complaints Handling Procedure which will give you details of what will happen next, and when you can expect to hear from us.

If you would like to meet other members who are also keen to provide feedback, you may be interested in attending one of quarterly Customer Forums where you have the opportunity, on an informal basis, to share your views with the Chief Executive, members of the Board and staff.

*You can feel assured that we value your feedback.*