

Complaints Handling Procedure

RAISING A COMPLAINT

If you wish to raise a complaint you can do so by one of the following options:

Call us: 01782 255000

Visit us: call in at your local branch

Email us: customerservices@thehanley.co.uk

Write to us:

Customer Services
Hanley Economic Building Society
Forge Lane
Festival Park
Stoke-on-Trent
ST1 5TB

OUR RESPONSE

On receiving your complaint a full investigation will be conducted to understand the reasons why you are complaining. We will provide a detailed response to your complaint either by email or post. If your complaint cannot be resolved within three working days we will send an acknowledgement letter giving a time scale for our proposed actions and response.

We aim to resolve all complaints within 8 weeks. If this is not the case a further communication will be sent explaining why your complaint is not resolved and when to expect a response.

NEXT STEPS

If you are not satisfied with our final response or, we have not resolved your complaint within 8 weeks you have the right to refer your complaint free of charge to the Financial Ombudsman Service. You must do this within 6 months of receiving our final response letter.

You can contact the Ombudsman by one of the following options:

Call: 0800 023 4567

Calls to this number are now free on mobile phones and landlines.

Call: 0300 123 9123

Calls to this number cost no more than calls to 01 and 02 numbers.

Website: www.financial-ombudsman.org.uk



Registered Office: Granville House, Festival Park, Hanley, Stoke-on-Trent, ST1 5TB
Customer Services: 01782 255000
Visit our website at www.thehanley.co.uk or email us at customerservices@thehanley.co.uk

By post:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London
E14 9SR

From their website you can fill in an online complaint form.

A leaflet entitled "*Your Complaint and the Ombudsman*" from the Financial Ombudsman Service is available from your local branch.