

# Making sure we get it right

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## Our commitment to you

At Leek United we are committed to the highest standards of customer care. We want to know what you have to say about our services and our products. Your valued feedback will help us to ensure that we design products and services to meet your needs. If we get things wrong your complaint will be dealt with in line with our internal complaints procedure to ensure fair resolution.

**Aiming for the highest  
service standards**

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



**Leek United**  
BUILDING SOCIETY

MORTGAGES

SAVINGS

INSURANCE

FINANCIAL PLANNING

## And when we get it wrong

If you have a complaint, we undertake to respond promptly to your concerns and the following guide will be helpful:

- You can raise your complaint, either in writing or in person, via email, fax or by telephone, with any member of staff at the Society. There is no charge for making a complaint.
- The member of staff who receives your complaint will attempt to resolve it immediately. They will acknowledge receipt of your complaint and advise that it is being dealt with.
- Where resolution is not possible by the third working day, your complaint will be referred to our Complaints Department. Our Complaints Department will write to you within five working days to acknowledge your complaint and inform you that they will be dealing with your complaint through to conclusion in accordance with the timescales of our complaints process.

Where we are able to resolve your complaint by the third working day following receipt, you will receive a 'Summary Resolution Communication'. This communication will explain how you can escalate your complaint to the Financial Ombudsman Service if you remain dissatisfied with our response.

- Where we are able to resolve your complaint within eight weeks from the date the complaint was made (or within 15 business days if your complaint is about a payment service - such as a direct debit or standing order) we will advise you, in writing, of our final response to the complaint investigation.
- This final response must either:
  - a. Accept the complaint and, where appropriate, will offer redress or remedial action; or
  - b. Offer redress or remedial action without accepting the complaint; or
  - c. Reject the complaint and give reason(s) for doing so.

The final decision will include the Financial Ombudsman Service's (FOS), leaflet and website address so you can view additional information on their website. It will also advise you that if your complaint is not referred to FOS within six months from the date of the final response letter, FOS will not have the Society's permission to consider the complaint and as a result will only do so in very limited circumstances, eg if the Ombudsman believes that the delay was a result of exceptional circumstances.

If you do refer your complaint to FOS, the contact details are The Financial Ombudsman Service, Exchange Tower, London, E14 9SR. The Financial Ombudsman Service website is [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) where additional information can be found.

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A member of the Building Societies Association

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

call us on  
**0800 783 0847**



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