

Making sure we get it right

Our commitment to you

At Leek United we're committed to the highest standards of conduct and customer care. We want to know what you have to say about your experience of the Society and your valued feedback will help us ensure that we continue to provide products and services that meet the needs of our customers. If we get things wrong, please let us know and we'll investigate your complaint in line with our internal complaints procedure and ensure that a fair resolution is reached.

Aiming for the highest
service standards

  [leekunited.co.uk](https://www.leekunited.co.uk)

 **Leek United**
BUILDING SOCIETY

Making a complaint...

There are a number of ways in which you can raise your concerns with us so that they can be looked into.

Call us on
0800 781 6350 or
01538 384151

Send us a fax at
01538 399179

Speak to one of our
friendly staff at your local
branch or agency office

Send us an e-mail at
complaints@leekunited.co.uk

Write to us at Leek United
Building Society, Customer
Service Centre, 50 St. Edward
Street, Leek ST13 5DL



What happens next...

Many of the complaints we receive are resolved within a few days of them being raised with us. Where this isn't the case, we'll send you a written acknowledgement no later than 5 working days after we receive your complaint.

We'll aim to resolve your complaint and issue our final response within 15 working days after we receive your complaint. However, there may be times where we're unable to finalise our investigation within this timeframe. If this is the case, we'll write to you to let you know.

If we're unable to resolve your complaint within 8 weeks of receipt, we'll write to you to explain why and to confirm that the complaint may now be referred to the Financial Ombudsman Service for review.

If you have any questions or concerns about your complaint whilst it's being investigated, please get in touch and we'll be happy to discuss these with you.

The Financial Ombudsman Service...

All of the complaints we receive will be fully investigated to ensure that a fair outcome is reached. However, if you remain dissatisfied having received our final response you have the option of referring your complaint to the Financial Ombudsman Service for review - free of charge. You should refer your complaint to the Ombudsman within 6 months of our final response. If you don't, they may not be able to look into it.

The contact details of the Financial Ombudsman Service are:

In writing: The Financial
Ombudsman
Service, Exchange Tower,
London E14 9SR

Online:
financial-ombudsman.org.uk

Call: 0800 023 4567

If you'd like more information about the Financial Ombudsman Service and their role a separate leaflet about this is available on request - either from ourselves or directly from the Ombudsman.

If you'd like this in a different format, such as Braille, large print or audio, please contact us.

Leek United Building Society, Customer Service Centre, 50 St. Edward Street, Leek ST13 5DL
t: 0800 781 6350 f: 01538 399179
complaints@leekunited.co.uk

A member of the Building Societies Association. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Registered No: 100014

call us on
0800 781 6350



The pulp used in the manufacture of this paper is from renewable timber produced from sustainable forests and is elemental chlorine free.

LO00820
LEEK9867