

making a  
complaint

making a  
complaint



**themelton**  
melton mowbray building society

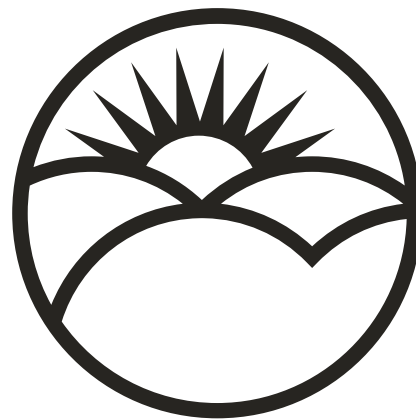
### principal office

Leicester Road  
Melton Mowbray  
Leicestershire  
LE13 0DB  
Tel: 01664 414141

### branch offices

18 Nottingham Street, Melton Mowbray, LE13 1NW. Tel: 01664 480214  
48 High Street, Grantham, Lincs, NG31 6NE. Tel: 01476 564528  
23 High Street, Oakham, Rutland, LE15 6AH. Tel: 01572 757911

[www.themelton.co.uk](http://www.themelton.co.uk)



**themelton**  
melton mowbray building society

# making a complaint

The Society is a Member of the Financial Ombudsman Service's scheme. Although the Society is committed to providing you with a first class service we recognise that there may be an occasion that you feel that we may not have done this and you wish to make a complaint. We will always try to resolve any complaint speedily and at the earliest possible stage. The person dealing with your complaint will be authorised by the Society to settle your complaint and will explain to you in plain language the Society's position. The purpose of this leaflet is to set out our procedure if you make a complaint.

We will try to ensure that we resolve all our complaints by the close of business on the business day following receipt of the complaint by you.

If this is not possible then we will ensure that we send to you a prompt acknowledgement of your complaint. This will set out the name of the person dealing with the complaint. Included with that letter will be a copy of this leaflet which sets out our Internal Complaints Procedure.

We will keep you informed of the progress of action being taken to resolve your complaint.

By the end of eight weeks after receipt of your complaint we will send you our Final Response. If we have not been able to provide our Final Response in this time we will tell you our reasons for the further delay and indicate to you when we are able to do this. At this stage you can refer the complaint to the Financial Services Ombudsman if you are either dissatisfied with our Final Response or with the further delay. Details of the Financial Ombudsman Service's scheme will be sent to you at this stage. If we have not been able to resolve the complaint we will ask you at this stage if you would be happy to extend the period by which we can resolve the complaint before you decide to refer the matter to the Financial Ombudsman Service.

When you receive the Final Response from us and if you are not satisfied then you must ensure that you refer the complaint to the Financial Ombudsman Service within 6 months from the date when the Final Response is sent to you by us.

If the complaint was dealt with by a member of staff in one of our Branches or Departments we will tell you who you can refer the complaint to in our Principal Office if you are still dissatisfied.

It is our aim to ensure that all complaints are dealt with speedily and at the earliest stage.