

Dealing with Complaints



**Melton
Building
Society**

Dealing with Complaints

Resolving a problem

We always aim to provide you with the highest standards of service. However, there may be occasions when our service falls short of your expectations, if so please tell us about it straight away and we will do all we can to put things right. We make every effort to settle complaints quickly and fairly and follow an internal complaints procedure to help you with any issues that you may have.

We aim to resolve your complaint and issue this response within eight weeks as required by the Financial Conduct Authority and the Financial Ombudsman Service (FOS).

Making a Complaint

You can make a complaint in any of the following ways:

By visiting one of our branches

By calling us on 01664 414141

By writing to our Complaint Resolution Team at the Society's Principal Office, Mutual House, Leicester Road, Leicestershire LE13 0DB

By email to complaints@mmbs.co.uk

What happens next

- We'll try and resolve your complaint within three business days of receiving it
- If we're able to resolve it in this time, we'll send you a written summary of the resolution within seven business days. This will confirm your complaint has been resolved
- The summary will also remind you of your right to take your complaint to the Financial Ombudsman Service free of charge if you subsequently feel dissatisfied with the outcome

Sometimes we need more time to look into your complaint

- If we can't resolve it within three business days, we'll send you an acknowledgement letter. This will be no later than five working days after receiving notification of your complaint
- A Complaint Investigator will get in touch with you so we can investigate your complaint further. We'll try and resolve your complaint within eight weeks
- We'll send you a final response letter within eight weeks of the initial receipt of your complaint. We'll also remind you that you have a right to take your complaint to the Financial Ombudsman Service if you're not satisfied with the outcome
- However, there may be times when we can't resolve your complaint by the end of the eight weeks. If this is the case, we will write to you to explain why and let you know when we can do so. At this stage you have the right to refer your complaint to the Financial Ombudsman Service ahead of our final response if you are dissatisfied

And finally

We are committed to ensuring all complaints are fully and fairly addressed through our internal complaints procedure. However, if you remain dissatisfied following the completion of our review you have the option to refer the matter to the Financial Ombudsman Service. The Financial Ombudsman Service is a free and independent service for consumers.

You should refer the matter to the Ombudsman as soon as possible after our final response, but this must be within six months of the date of our final response. The contact details for the Ombudsman are:

Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Telephone 0800 023 4567

email complaint.info@financial-ombudsman.org.uk.

You can also visit their website www.financial-ombudsman.org.uk for more information.

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Main Office

Mutual House, 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

1 North Street, Bourne, Lincolnshire, PE10 9AE. Tel: 01778 301556

49 High Street, Stamford, Lincolnshire, PE9 2BD. Tel: 01780 431061

complaints@mmbs.co.uk www.themelton.co.uk

The Melton Mowbray Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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