

Complaints Procedure

The Society is committed to the highest standards in dealing with you and your affairs. However in the event that you feel this has not been the case you may wish to make a complaint. We will always try to resolve any complaint you may have as quickly and efficiently as possible. The purpose of this leaflet is to tell you the procedures we have in place to deal with your complaint. They are:-

- 1 Upon receipt of a verbal or written complaint, it will be dealt with by the General Manager/Secretary, who will provide an initial response to you within 4 days of receipt of the complaint. If you do not respond within eight weeks of our initial response we will regard your complaint as closed.
- 2 If the complaint is not satisfactorily resolved, you are invited to submit a formal detailed written complaint to the Chief Executive, who will respond within 4 days. If you do not respond within eight weeks of this response we will regard your complaint as closed.
- 3 If you are still not satisfied with the Society's final determination you may wish to refer the matter to the Financial Ombudsman.
- 4 The Society is covered by the Financial Ombudsman Service. Official leaflets outlining the services provided by the Ombudsman and containing contact details are available at the Society's office upon request, and will be supplied automatically to a complainant along with the letter written by the Society's Chief Executive as at 2 above.
- 5 In the first instance please contact the **Head of Risk and Compliance**:-

In writing: **Swansea Building Society, 11-12 Cradock Street, Swansea, SA1 3EW**
By telephone: **01792 739092**
By fax: **01792 739101**; or
By email: **neil.rosser@swansea-bs.co.uk**

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