



Talk to us

WE WANT
TO GET IT
RIGHT

esbs

 as individual as you



COMPLAINTS HANDLING PROCEDURE

Earl Shilton Building Society always tries to do everything we can to provide the very best service to all our Members at all times. It is accepted however that there may be occasions when this is not achieved.

If you are not completely happy about anything, please tell us as soon as possible so that we can try to address any issues that you may have.

WHAT TO DO

We need to understand and record your complaint. Please let our Customer Services Manager know the relevant details in order to help us investigate and try to resolve your complaint as soon as possible.

YOU CAN CHOOSE HOW TO TELL US ABOUT IT:

At either of our branches

22 The Hollow
Earl Shilton
Leicester
LE9 7NB

7 Malt Mill Bank
Barwell
Leicester
LE9 8GS

By telephone - 01455 844422

By email enquire@esbs.co.uk

Via our website www.esbs.co.uk

In writing to our Head Office – 22 The Hollow, Earl Shilton, Leicester. LE9 7NB

HOW YOUR COMPLAINT WILL BE DEALT WITH

On receipt of your complaint we will investigate it thoroughly and communicate with you promptly in writing or by another method that may better meet your needs.

We will endeavour to resolve your complaint at the earliest possible opportunity. However, we may need to obtain further information from yourself or other sources in order to assist us with our investigations. If this is the case, we will keep you updated.

COMPLAINTS RELATING TO PAYMENT TRANSACTIONS

If your complaint (or part of it) concerns a payment transaction, we will endeavour to resolve your complaint within 15 business days. If circumstances beyond our reasonable control prevent us from sending you our final response within this timeframe, we will instead send you a holding response explaining clearly the reason for the delay, detailing when we will be able to issue a final response, which will be no longer than 35 business days.

COMPLAINTS RELATING TO ALL OTHER MATTERS

If your complaint relates to any area other than a payment transaction, we will endeavour to resolve your complaint within 56 days (8 weeks). If in exceptional circumstances the complaint cannot be resolved within this timescale, then the Chief Executive will write to you and explain why the Society is not in a position to issue a final response, indicating when the Society expects to be able to provide the final response.

FINAL RESPONSE TO YOUR COMPLAINT

On completion of the investigation, within the timescales detailed above, the Chief Executive will issue a written final response to you confirming the outcome of our investigations.

FINANCIAL OMBUDSMAN SERVICE

If we have not been able to resolve your complaint within the timescales detailed above, or you are not satisfied with the outcome you can refer your complaint to the Financial Ombudsman Service – free of charge. You will need to contact them within 6 months of the date of our final response. Further information is contained in the leaflet entitled “Want to take your complaint further?” which we will provide.

You can contact the Financial Ombudsman Service by writing to:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Alternatively you can phone them on 0800 023 4 567 - calls are normally free when using a landline or a mobile phone.

0300 123 9 123 - calls are charged at the same rate as 01 or 02 numbers on mobile phone tariffs.

or by email to

complaint.info@financial-ombudsman.org.uk

Information is also on the website www.financial-ombudsman.org.uk



22 THE HOLLOW, EARL SHILTON, LEICESTER LE9 7NB

t 01455 844422 **w** www.esbs.co.uk **e** enquire@esbs.co.uk



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