

MAKING A COMPLAINT

If you wish to make a complaint, please speak to a member of staff who might be able to sort things out, there and then. If matters cannot be sorted straight away, please ask a staff member for a form that you can send to our Complaints Officer, who will investigate things further and then get back to you.

If you are not happy with the reply, you could ask for the matter to be referred to the Chair of the Board of Management.

If you are still not satisfied with the response you have the right to contact the Financial Ombudsman Service at the Exchange Tower, London E14 9SR. They have a Consumer Helpline 0300-123-9-123 and a switchboard number of 0207-964-1000 or can be e-mailed at: complaint.info@financial-ombudsman-org.uk