



We're here to listen



Bath Building Society

We're different because you are

# Something you're not happy about?

## How to make a complaint

At Bath Building Society we are committed to providing the highest level of service to our customers. However, if you feel dissatisfied with any aspect of the service you have received from us, we welcome your feedback. In the first instance, please contact the person with whom you are dealing with, either by telephone or in writing. We can normally resolve the matter straight away. If we cannot, we will tell you how long it will be before we can reply.

If you are not satisfied with the response you receive, please contact one of the following during office hours (9am-5pm).

## For Mortgage complaints

Steve Matthews  
Head of Mortgages  
**Tel:** 01225 475702  
**Email:** [stevematthews@bibs.co.uk](mailto:stevematthews@bibs.co.uk)

## For Savings complaints

Jon Sweeting  
Retail Development Manager  
**Tel:** 01225 423271  
**Email:** [jonathansweeting@bibs.co.uk](mailto:jonathansweeting@bibs.co.uk)

They will take full details and try to resolve your complaint by the close of play the next working day.

You can also put your complaint in writing:

Bath Building Society,  
15 Queen Square,  
Bath BA1 2HN.

## **Acknowledgement**

Where possible we will resolve your complaint immediately. If we are unable to do so we will send you a written acknowledgement within five working days of receiving your complaint and keep you informed of the measures being taken to resolve the matter.

## **Investigation**

We will investigate your complaint as a matter of urgency, but in the unlikely event that we have been unable to resolve it within eight weeks we will write to you with our final response.

For complaints about Payment Services (such as faster payments or standing orders etc.) we will provide a final response within 15 working days.

## **Final response**

We shall send you our final response or explain to you the reasons for the further delay and indicate to you when a final response will be made. When you receive a final response from us, we do hope we will have resolved your complaint to your satisfaction.

However, if you are not satisfied you may be able to refer your complaint to the Financial Ombudsman Service (FOS) and, if so, you have six months from the date of our final response to make your referral. If we have not been able to resolve your complaint, we will ask you if you are happy to extend the period by which we can resolve the complaint before you decide to refer the matter to the FOS.

## **If you're still not happy**

If you have a complaint, which we do not resolve to your satisfaction, you can usually refer it to the FOS.

You can contact the Financial Ombudsman Service at:

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

Tel: 0300 123 9123

Email:

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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**Head Office:**  
15 Queen Square,  
Bath BA1 2HN.

**Investment enquiries:**

**Telephone:**  
01225 423271  
**Fax:**  
01225 446914  
**Email:**  
investments@bibs.co.uk

**Mortgage enquiries:**

**Telephone:**  
01225 475719  
**Fax:**  
01225 424590  
**Email:**  
mortgages@bibs.co.uk

**Web:**  
[www.bathbuildingsociety.co.uk](http://www.bathbuildingsociety.co.uk)

Telephone calls may be recorded to help the Society to maintain high standards of service delivery.

Your home may be repossessed if you do not keep up repayments on your mortgage.

Bath Investment & Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority, Registration Number 206026.



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