



Our internal complaints procedure explained:

If at any time you have cause for complaint you can raise it with us, either in person, by telephone - **01494 879500**, or in writing. (This can be by fax or E mail) or by using the dedicated link on our website **Complaints@bucksbs.co.uk**. We will always aim to resolve your issues immediately, but in some instances we may not be able to and should that be the case then we will aim to resolve it within 3 working days and will issue a letter to you after this time which will confirm with you the resolution to your complaint. This communication is called a summary complaint resolution

If we have been unable to resolve your complaint within the timeframe above, your complaint will be passed to the Complaints Officer who will contact you directly in order to resolve the complaint to your satisfaction. We will issue an acknowledgment to you within 5 working days and then issue a final response to your complaint within 8 weeks. If we are unable to do this, we will advise you accordingly. We are always looking to resolve complaints internally, but if you remain unhappy after receiving a final response from our Complaints Officer, you can refer your complaint to an external complaint arbitration scheme as detailed below.

Financial Ombudsman Service:

The Financial Ombudsman Service is an independent adjudicator who can investigate and resolve outstanding disputes between financial services companies and their customers. The scheme covers various activities, and you have the right to have your complaint investigated by the Ombudsman impartially and independently free of charge.

You have 6 months from the date of our “final response” to take your complaint to the Financial Ombudsman, and this period does not include time taken for Buckinghamshire Building Society to complete its internal complaint procedures. FOS may with agreement from both parties review your complaint outside of these timeframes. The address of the Ombudsman is:

The Financial Ombudsman Service

Exchange Tower
London
E14 9SR
Tel: 0800 023 4 567
E Mail: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk