MAKING A COMPLAINT

Introduction

Although we do all we can at Ipswich Building Society to ensure we provide a first class service, sadly from time to time things do go wrong.

We are keen to be aware of your concerns as they help us to identify ways in which we can improve the quality of service and possible training needs.

Complaints can be made via any of our branches or Society offices, by emailing enquiries@ibs.co.uk or by calling our central telephone number 0330 123 0723.

We aim to investigate your complaint, tell you what we are doing about it and do everything we can to help.

We very much hope that we can come to a satisfactory resolution of your complaint.

Our complaints procedure

We aim to resolve your complaint to your satisfaction as soon as possible and we will keep you informed of any progress on your complaint. We will always fully investigate your complaint and may ask for more information from you.

If your complaint is resolved to your satisfaction by the end of the third working day we will send you a summary resolution communication letter to confirm this.

If we cannot resolve your complaint by the end of the third working day, we will acknowledge your complaint and provide you with contact details of the person dealing with your complaint. We aim to let you know our final response within eight weeks from when you first contacted us about your complaint.

If we are unable to provide a final response within eight weeks we will write to you to explain the reasons why and advise you when you should expect to receive our final response.

If for any reason you are unhappy with our final response, or if we haven’t issued a final response within eight weeks from you first raising the complaint, you can ask for an independent review of your complaint by referring the matter to the Financial Ombudsman Service at:

Financial Ombudsman Service
Exchange Tower, London E14 9SR
Website: www.financial-ombudsman.org.uk
Email: complaint.info@financial-ombudsman.org.uk
Phone: 0800 023 4567 or 0300 123 9123

The Financial Ombudsman Service is a free, independent service for consumers with unresolved complaints about financial services firms.

The Financial Ombudsman Service will usually consider a complaint after the Society has had eight weeks to deal with the case or we have been unable to satisfy your complaint. However if the Ombudsman and the Society consents, the Ombudsman is able to consider complaints made directly to them. The Society may deal with the complaint more quickly than the Ombudsman service itself.

A referral to the Financial Ombudsman must be made within six month of the date of our final response letter, unless specific consent has been given within the final response letter for the complaint to be considered outside the time limits.

You will be provided with full details of the Financial Ombudsman Service with our summary resolution communication, our final response or with our letter to you at eight weeks.

Head Office: PO Box 547 Ipswich IP3 9WZ Telephone 0330 123 0723 Fax. 01473 278600 www.ibs.co.uk