

# Our Complaints Procedure

Effective from  
November 2007

## Resolving any Differences

At The Mansfield Building Society we aim to provide a first class service. We value our customers and as a mutual organisation we are committed to ensuring our standards meet your expectations. However, sometimes things will not go to plan. When this happens, we will do all we can to put things right and we have internal procedures for handling complaints fairly and speedily.

### **How do I complain?**

Your first step should be to contact your usual branch/department and discuss the situation. Hopefully, any minor difficulties can be resolved immediately. There may be occasions however when you feel you wish to use our formal complaints procedure. Under these circumstances you should either speak or write to the Manager of the branch or department setting out all the details of your problem.

### **How will I know that my complaint has been received?**

Unless the complaint has been resolved by close of business on the next business day, we will acknowledge receipt of your complaint within 2 working days enclosing one of these leaflets. We will also confirm who will be dealing with the matter.

### **How will my complaint be dealt with?**

If your complaint has not been satisfactorily finalised within 10 working days, we will write to you to tell you how our investigations are proceeding and keep you informed of progress.

Your complaint should be finalised within 8 weeks from being received.

### **What if my complaint is not resolved within 8 weeks?**

If a final response has not been sent within 8 weeks from receipt of the complaint, we will:-

- Write to you explaining why we are not in a position to make a final response
- Provide a reason for the further delay
- Confirm when you can expect a final response
- Advise you that you may refer the matter to the Financial Ombudsman Service if you think the delay is unreasonable and send you details about The Financial Ombudsman Service.

### **What happens if the Society cannot resolve my problem?**

If you are still not satisfied with our response, you can refer the complaint to the Financial Ombudsman Service. This must be done within 6 months of the date of our response. We will include details of the Financial Ombudsman Scheme with our final response.

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