



# Complaints Handling Procedure

## Raising a complaint

If you wish to raise a complaint you can do so by one of the following options:

**Call us:** 01782 255000

**Visit us:** call in at your local branch

**Email us:** [complaints@thehanley.co.uk](mailto:complaints@thehanley.co.uk)

**Write to us:** Complaints, Hanley Economic Building Society Forge Lane, Festival Park, Stoke-on-Trent, ST1 5TB

**Online:** If you are registered for Online banking, you can use our secure messaging facility. Once you're logged in, select 'Message'.

## Our response

On receiving your complaint a full investigation will be conducted to understand the reasons why you are complaining. We will provide a detailed response to your complaint either by email or post. If your complaint cannot be resolved within three working days, we will send an acknowledgement letter giving a time scale for our proposed actions and response.

We aim to resolve all complaints as quickly as possible. If your complaint relates to payment services or electronic money, we aim to provide you with a final response within 15 working days. For other complaints, we aim to provide you with a final response within 8 weeks. If this is not the case a further communication will be sent explaining why your complaint is not resolved and when to expect a response.

## Next steps

If you are not satisfied with our final response or, we have not resolved your complaint within 8 weeks you have the right to refer your complaint free of charge to the Financial Ombudsman Service. You must do this within 6 months of receiving our final response letter.

You can contact the Ombudsman by one of the following options:

**Call:** 0800 023 4567 (calls to this number are now free on mobile phones and landlines) **Call:** 0300 123

9123 (calls to this number cost no more than calls to 01 and 02 numbers)

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

**By post:** Financial Ombudsman Service  
Exchange Tower, Harbour Exchange, London, E14 9SR

From their website you can fill in an online complaint form.

A leaflet from the Financial Ombudsman Service detailing their service is available on request.



01782 255000  
[thehanley.co.uk](http://thehanley.co.uk)   

Hanley Economic Building Society, Granville House, Forge Lane, Stoke-on-Trent ST1 5TB

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration number 206024.

Calls are recorded for training and dispute resolution purposes. Calls will be charged as per the standard "01" BT landline, plus your phone company's access charge. Other landline may vary and calls from mobiles may cost considerably more. The actual cost you are charged will depend on your phone provider. All our mortgage and savings products are available to UK residents only.