

Our Customer Relations Team contact details:

Customer Relations Department
Chelsea Building Society
Yorkshire House
Yorkshire Drive
Bradford, BD5 8LJ

Tel: 0800 0565 252

Fax: 01274 472699

E-mail: customerrelations@ybs.co.uk



If you require any of our printed material in an alternative format, such as large print, Braille or audio CD, please speak to a member of staff at your local branch or contact us on **0800 0565 252**.

All communications with us may be monitored/recorded to improve the quality of our service and for your protection and security. Landline calls to 0800 numbers are free. Mobile phone providers may charge.

Chelsea Building Society and the Chelsea are trading names of Yorkshire Building Society. Yorkshire Building Society is a member of the Building Societies Association and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Yorkshire Building Society is entered in the Financial Services Register and its registration number is 106085.

Principal Office: Yorkshire House, Yorkshire Drive, Bradford BD5 8LJ.

thechelsea.co.uk



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ON
TRUST**



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If you're not happy with us, we want to put things right

How to make a complaint

We're here to help

We always try to give our customers the best possible service. But sometimes things just don't turn out quite as expected. So if you feel that we've let you down in any way, please tell us. We'll always do our best to get to the bottom of your complaint and solve any problems – quickly and fairly.

To make things as easy as possible, you can tell us about any issues you have with us in person, over the phone, via a letter, email or fax.

Who to contact

Firstly, decide who you want to talk to. This will usually depend on what kind of complaint you want to make. If it involves one of our branches, for instance, please ask to speak to the branch manager. But if it's a head office issue, the manager of the relevant department would be in the best position to understand and answer your concerns.

Whatever the issue is, we'll try to get it sorted out by the end of the next working day. And if that doesn't look likely, we'll pass your complaint on to our dedicated Customer Relations Team. They will:

- Send you a quick acknowledgement – so you know we're working on it
- Try to resolve things as quickly as possible. If this looks like it will take longer than 14 days, your dedicated complaint handler will let you know – and keep you regularly informed of how your complaint is progressing.
- Send you a letter to explain in detail our **final response**. Because every complaint is different and important to you we'll aim to get it resolved as quickly as we can although regulation allows us 8 weeks in which to do this. But in the unlikely event we can't meet this deadline, our Customer Relations Team will get in touch.

Once we've given you our final response, we hope you'll feel confident that we've investigated the issues thoroughly and that you're happy with the outcome.

Think our decision is unfair? What to do next

We always try to sort out problems directly with our customers. But if you feel your particular concerns have not been dealt with satisfactorily, you have **six months** from the date of our final response letter to send your complaint to the **Financial Ombudsman Service (FOS)**. Their contact details are:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Tel: 0800 023 4567

We'll include a leaflet about their services with our final response letter. This explains what you should do if you'd like them to look into our decision.