

# Making a Complaint

At the Loughborough we are committed to providing our members with the best possible service. However, we recognise that there may be occasions when you feel that we haven't met your expectations and you wish to make a complaint. We'll do our best to deal with your complaint quickly and fairly so that we can put things right and improve our service.

## How to make a complaint

If you have a complaint, you'll find in most cases the Society's staff can resolve your problem. However, if you're not totally satisfied or the complaint can't be resolved straightaway then the matter will be referred to a member of our management team.

Your complaint does not need to be made in writing and we'll deal with any complaints, whether made verbally, in writing or by email, in the same way. You can contact us at:

Customer Services  
6 High Street  
Loughborough  
LE11 2QB

Tel: 01509 610707

Email: [enquiries@theloughborough.co.uk](mailto:enquiries@theloughborough.co.uk)

## How we will handle your complaint

Where possible we aim to respond to your complaint by the end of the third working day. If this isn't possible then we'll write to you to acknowledge your complaint and aim to provide our final written response within one month. However, on occasion matters may need more detailed investigation and in such circumstances we'll ensure that we keep you informed of progress.

In the event that your complaint is not resolved within eight weeks we'll write to you explaining the reasons for the further delay and indicate when we expect to be able to provide a final response.

## If you are still not satisfied

If you're dissatisfied with our final response, or we haven't issued our response within eight weeks of the date you first raised your complaint, then you may be entitled to refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent service for resolving complaints or disputes with financial firms.

Further information on the Financial Ombudsman Service can be obtained from their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). Alternatively you can ask us for a copy of the Ombudsman's explanatory leaflet.

You can contact the Financial Ombudsman Service at:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Phone: 0800 023 4567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)