



# How to make a complaint

**We are a mutual association that exists to support our customers and we have the highest standards of service.**

**If for any reason you are not entirely satisfied with our service and you want to make an official complaint, please follow the steps below.**



Please contact our compliance department and we will aim to resolve your complaint straight away:

- Phone us: **0800 195 9244** Free from most UK landlines.  
**0333 014 6244** Local rate from UK landlines and mobiles. Also included in free call packages. (8am–6pm weekdays)
- Email us: [compliance@nationalfriendly.co.uk](mailto:compliance@nationalfriendly.co.uk)
- Write to us: Compliance Department,  
National Friendly,  
11–12 Queen Square  
Bristol BS1 4NT

If we are not able to resolve your complaint by the end of the next working day, we will write to you within five working days of hearing from you to acknowledge your complaint and let you know who is dealing with it.



We aim to resolve your complaint within four weeks of receiving it. If this is not possible we will write to you explaining why we are not yet in a position to resolve your complaint.

If we have not resolved your complaint after four weeks then we will ensure you have a final response within eight weeks. In the unlikely event we are still not able to do this we will write to you explaining why, with an indication of when we will be able to resolve your complaint.



If you are not satisfied with our final response, please let us know and provide any further details you want us to consider. We will then review this together with your original complaint and contact you to inform you of the outcome.

Alternatively if you are not happy with our final response, or we have not given you a final response within eight weeks of receiving your complaint, you may be able to refer your case to the Financial Ombudsman Service for an independent review:

- Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR
- Telephone:  
0800 0 234 567 – Free from most UK landlines.  
0300 123 9 123 – Local rate from UK landlines and mobiles. Also included in free call packages.
- E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

If you do refer your case to the Ombudsman Service, this must be done within 6 months of receiving our final response.

Please remember the Ombudsman Service cannot deal with your complaint until you have first raised it with us.

In making any complaint, your right to take legal proceedings is not affected.

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**For more information or to request a copy in Braille, large print or audio please call us on:**

**0800 195 9244**

Free from most UK landlines.

**0333 014 6244**

Local rate from UK landlines and mobiles. Also included in free call packages.

(8am–6pm weekdays, excluding public holidays, calls are recorded for quality purposes).

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**[info@nationalfriendly.co.uk](mailto:info@nationalfriendly.co.uk)**



**[nationalfriendly.co.uk](http://nationalfriendly.co.uk)**

For further information on National Friendly



**0800 195 9244** Free from most UK landlines.

**0333 014 7470** Local rate from UK landlines and mobiles. Also included in free call packages. (8am to 6pm weekdays, calls may be recorded for training and monitoring purposes).

**[www.nationalfriendly.co.uk](http://www.nationalfriendly.co.uk)**

**[info@nationalfriendly.co.uk](mailto:info@nationalfriendly.co.uk)**

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