



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 a complaint, please follow the steps below.

Step 1

- **Phone** us: 8am–6pm Monday to Friday excluding bank holidays.
0333 014 6244 Calls from UK landlines and mobiles cost no more than a call to an 01 or 02 number and will count towards any inclusive minutes.
- **Email** us: complaints@nationalfriendly.co.uk
- **Write** to us:
Customer Services Manager
National Friendly,
11–12 Queen Square,
Bristol
BS1 4NT

We will investigate your complaint and aim to resolve it within three business days. We will write to you confirming our findings.

Step 2

If we're unable to resolve your complaint within three business days then we aim to resolve it as soon as possible.

We'll acknowledge your complaint by letter to let you know what we're doing about it and who is dealing with it.

When we know the outcome we will write to you with our findings in a final response letter.

At the very latest you'll have our final response letter, or an update on our investigation, within eight weeks.

Step 3

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

- **Telephone:**

0300 123 9 123 Calls from UK landlines and mobiles cost no more than a call to an 01 or 02 number and will count towards any inclusive minutes.

- **E-mail:**

complaint.info@financial-ombudsman.org.uk

- **Online:**

www.financial-ombudsman.org.uk/contact

Where you have the right to refer your complaint to the Financial Ombudsman Service you must do this within six months of receiving our final response letter.

Please remember the Financial 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.

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

0333 014 6244

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8am - 6pm Monday to Friday, excluding public holidays.
Calls are recorded for training and quality purposes.



**National
Friendly**



**Financial
Ombudsman
Service**

www.nationalfriendly.co.uk

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