

## How to make a complaint in Online Banking

If you're not happy with our service for any reason, please let us know.

By making a complaint, you're giving us the opportunity to resolve your problem and improve our services for all our customers.

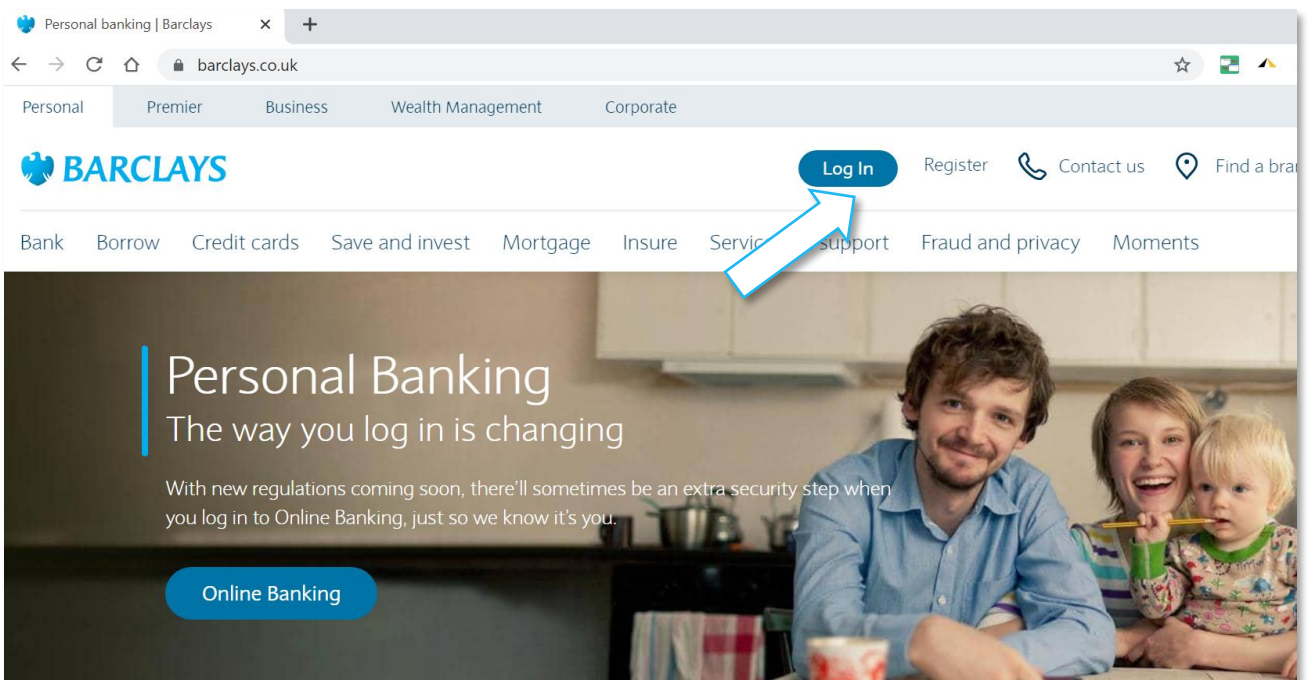
You can make a complaint using Online Banking or by calling us

- From the UK, call 0800 282 390
- From abroad, call +44 207 116 7488

Lines are open 24 hours a day, 7 days a week. To maintain a quality service, we may monitor and record phone calls. [Call charges.](#)

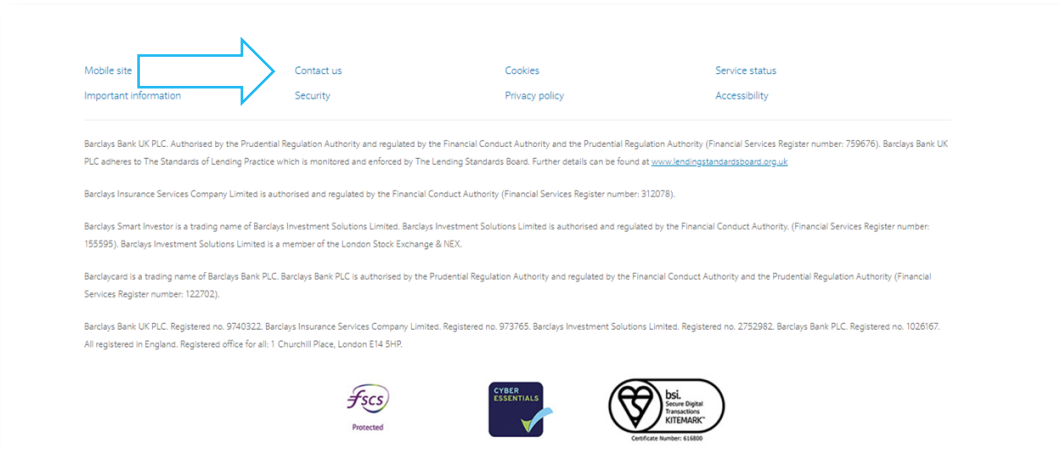
### Step 1

Open [barclays.co.uk](https://barclays.co.uk) in your web browser, click 'Log in' at the top of the page and then log in to Online Banking.



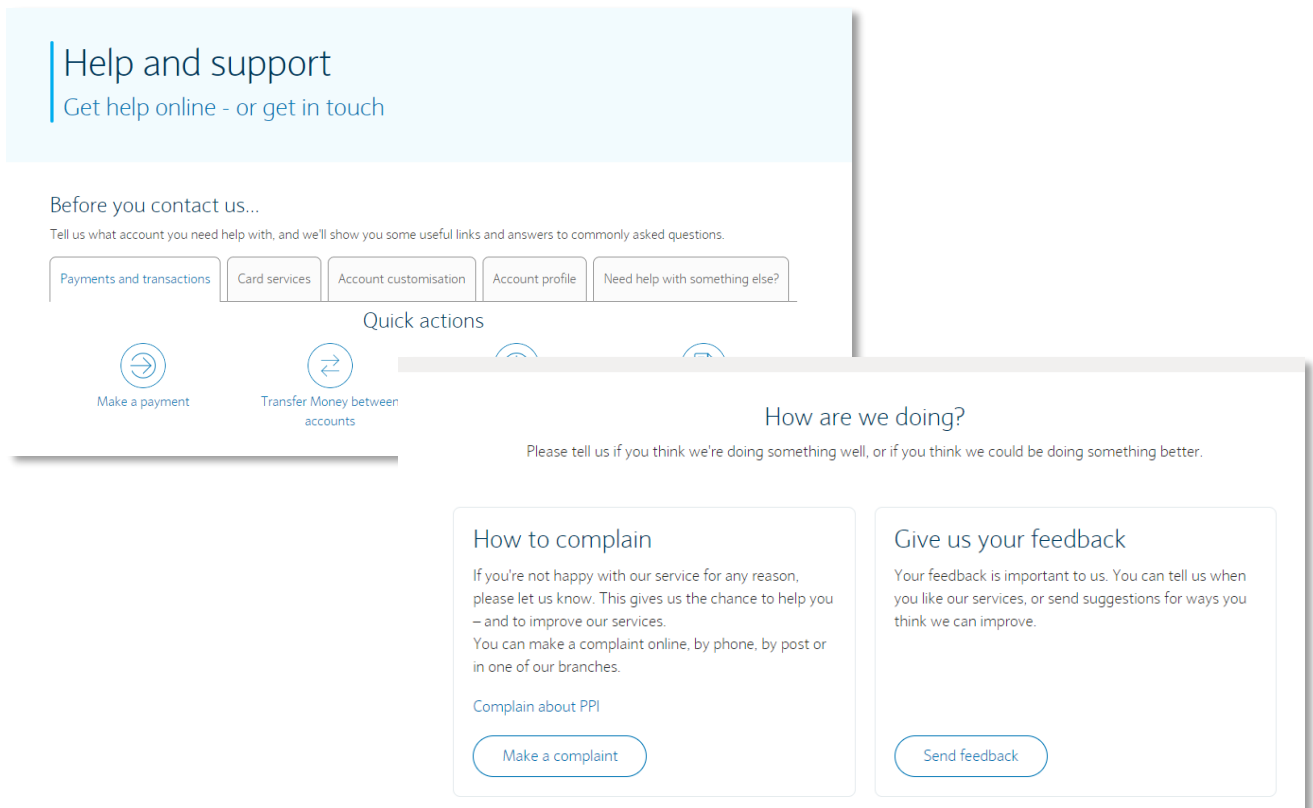
## Step 2

When the Online Banking homepage opens, scroll to the bottom and click 'Contact us'.




## Step 3

When our 'Help and support' page opens, you may be able to get the help you need by working through the options there. Otherwise, click 'Make a complaint' further down the page.



## Step 4

Select the type of account you have, or want to complain about, and then click 'Send a secure message'.

 **How to complain**

We're sorry that you're not happy with our service. By making a complaint, you're giving us the opportunity to investigate and improve our services for everybody.

**Personal Banking**      **Smart Investor**

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**By Phone**

Lines are open 24 hours a day, 7 days a week, meaning your complaint will be investigated with care by our knowledgeable team – at a convenient time for you.

Please call us on one of these numbers, and select option 1:

- From the UK: 0800 282 390
- From abroad: +44 (0)207 116 7488

**Secure Messaging**

This form is a protected way to send your complaint online, so you may include your account information. We aim to message you back within 2 hours during business opening times (8am to 8pm)

[Send a secure message](#) ↗

**By Post**

You can send a letter explaining your complaint to:

Freepost Barclays Customer Relations


You don't need to include a postcode or add a stamp for your letter to reach us, but please remember to take the postal service into account for our response time.

## Step 5

Select your complaint type from the drop-down list, type in a subject and then write your complaint in the box below.

When you've finished, click 'Submit'.

We'll aim to reply to your complaint within 48 hours, but it can take up to five working days during busy periods.


 **Your complaint - Secure Messaging**

We're sorry you've felt the need to complain, but letting us know when you're not happy allows us to put the matter right.

Complete the form below and we'll get in touch, usually within 48 hours but it may take up to 5 working days. You'll also get an acknowledgement of your complaint on your Online Banking homepage – within 'My Messages.'

Or you can get in touch with us by phone. Visit our [how to complain](#) page for full details, including what we'll need from you to help us resolve the matter.

**Complaint type**

Please select... 

**Subject**

**Your message**

### Call monitoring and charges information

\* Calls may be monitored or recorded for quality and training purposes. Calls to 0800 numbers are free if made from a UK landline or personal mobile. Calls to 03 numbers are charged at the same rate as calls to 01 and 02 landlines, and will count towards any inclusive minutes you have covering calls to landline numbers. Charges may apply when calling from abroad.

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