

“It would be really good to know that, if I wanted to complain someone would be right there to listen and respond”

This leaflet can be provided in Braille, large print or audio tape on request by calling 0800 279 3667\* or 0141 352 3919\*.

\*Call charges may apply. Please check with your service provider. To maintain a quality service we may monitor or record phone calls. Our opening hours are Monday to Friday 8:00am – 6:00pm (excluding bank holidays).

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Don't hold back your feedback

Smart Investor



# Positive action on complaints

At the heart of first class service is the person who matters most – you. That’s why at Barclays, we really value your feedback. Letting us know when you are unhappy with the service you experience gives us the opportunity to put matters right for you and to improve our service for everybody.

We believe that having your say should be as easy as possible. That’s why we make sure you can contact us however you choose – at a time convenient to you – whether that be face-to-face, by phone, email or letter. We will always do our best to respond as quickly as possible. In each case, we are ready and willing to listen and will try to put things right for you.

## Our complaints process

This leaflet aims to show you what to do if you are not satisfied with the service we have provided. We have a simple process for complaints that we ask you to follow to help us resolve your complaint as quickly as possible.

## Provide us with details of your complaint

If you wish to complain, we would be grateful if you could provide the following details:

- Your name and address.
- Your account number.
- Your daytime telephone number (where we can contact you if we need to) and any preferred contact times.
- A clear description of your concerns or complaint.
- Details of what you would like us to do to put it right.
- Copies of any relevant letters and/or additional documentation.

## How to contact us

We are ready to receive any comments, feedback and complaints. Here is how you can contact us:

- By post – Specialist Complaints  
P.O. Box 27127  
GLASGOW  
G2 9LF
- By Telephone – call 0800 279 3667\* or 0141 352 3919\*  
overseas +44 141 352 3919.
- In person – visit your local branch and speak to a member of staff or your Relationship Manager.
- In your Barclays app or ‘Help and Support’ in Online Banking – Messages are secure and our automated digital assistant is on hand to help 24 hours a day, 7 days a week. If you need more help, one of our team can also reply between 7am and 11 pm.

Alternatively, you can contact our Head Office Customer Relations Team at  
Freepost RLTA-CSUE-TCHC  
Barclays Bank Plc  
Head Office Customer Relations  
1 Churchill Place  
London E14 5HP

## What we will do and how long it will take

We will do our best to resolve your complaint immediately. Failing that, we always aim to resolve your complaint by the following day. Sometimes it may take longer to fully investigate your concerns. Where this is the case, we will:

- Provide you with the name and contact details of the person who will be investigating your complaint.
- Supply you with a unique case reference number.
- Send you a written acknowledgment within 5 working days.
- Keep you informed of what is being done to resolve your concerns.

- If your complaint will take longer to investigate, we aim to find a solution within four weeks. If we are unable to do so, we will always write explaining what is happening and when we expect to resolve your complaint.
- After 8 weeks we will send you a final response or a thorough progress report.

## If you are still not happy. . .

We aim to resolve your complaint as quickly as possible and to your complete satisfaction.

If, for whatever reason, you are unhappy with the response you receive from us please get in touch directly with the person or team who handled your complaint. They will then agree the next steps with you.

“Sometimes problems need a fresh pair of eyes – someone impartial to really solve them”

## Getting an independent review of your complaint

If you are still dissatisfied, you can request a review from the Financial Ombudsman Service. The Financial Ombudsman Service provides consumers with a free, independent service for resolving disputes with financial firms.

Where we have been unable to resolve the issue to your satisfaction we can advise whether it may be eligible for referral to the Financial Ombudsman Service.

## How to contact the Financial Ombudsman Service

- By post: The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR
- By phone: 0800 023 4567\*
- By email: [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)

## And finally. . .

We value your feedback. Please help us to get it right for every customer, every time.