



Newbury Building Society complaints procedure

Newbury Building Society is committed to providing you with a first-class, professional service, however, we recognise that there may be an occasion when you feel that our service is unsatisfactory, and you wish to make a complaint.

You may complain, or provide feedback, in the following ways:

Write to us: 90 Bartholomew Street, Newbury, Berkshire RG14 5EE
Visit us: If you are local, any of our [branches](#)
Telephone us: 01635 555700 (head office) or [one of our branches](#)
Email us: complaints@newbury.co.uk
Website: [Using our Feedback Form](#)

We have access to complaint handlers in branches and head office, and complaints may be escalated, if you are unhappy with the initial outcome.

We will always try to resolve your complaint quickly but not at expense of the quality of the outcome. We aim to resolve complaints within 10 working days, however if we need to take longer because it is a more complex matter, then we will ensure that we keep you informed of the progress towards resolving your complaint.

If we have been unable to resolve your complaint by the end of the following business day, we will send you an acknowledgement of your complaint and the name of the person dealing with it.

No later than eight weeks after receipt of your complaint we will send you our Final Response, which sets out our decision and the reasons for it.

If you are unhappy with our response, you can refer your complaint to the Financial Ombudsman Service. Further information on the Financial Ombudsman Service, which is free and independent, can be obtained from their website <https://www.financial-ombudsman.org.uk/consumers/how-to-complain>. If you choose to use the Financial Ombudsman Service, you need to refer your complaint within six months from the date of our Final Response to you.

If your complaint relates to an online sale or service, you can contact the Financial Ombudsman Service directly or via the Online Dispute Resolution website <http://ec.europa.eu/odr>.

You can contact the Society's Director responsible for Complaints, Melanie Mildenhall, at the Head Office address: Newbury Building Society, 90 Bartholomew Street, Newbury, Berkshire RG14 5EE or complaints@newbury.co.uk.