

## Complaints Procedure

At Hampshire Trust Bank we are committed to providing the highest standard of customer service to you and all of our customers. Occasionally we may not live up to these standards and if this happens we want to hear from you.

### If you have a complaint

Letting us know you are unhappy with the service you receive is the best way of ensuring that we have an opportunity of putting matters right for you and improving our service in future for you and all of our customers.

In the first instance you should raise your concern with the person or department you have been dealing with and they will endeavour to immediately resolve the problem. If you aren't satisfied with the action they take you can make a formal complaint by contacting:

#### **Director of Legal and Compliance**

Hampshire Trust Bank,  
55 Bishopsgate,  
London EC2N 3AS

[complaints@htb.co.uk](mailto:complaints@htb.co.uk)

To help us investigate and resolve your complaint as quickly as possible it would be helpful if you could provide the following information:

- Your name and address;
- Your account/loan number (if applicable);
- A daytime and/or mobile telephone number;
- A clear description of your complaint; and
- Details of what you would like us to do to put it right.

### What we will do to resolve your complaint

We will do our best to resolve your complaint as quickly as we can. Where we cannot resolve it by the following working day we will provide you with a written acknowledgement of your complaint as soon as possible, but in any event within 5 working days.

We will aim to resolve your complaint within 4 weeks. If we are unable to do that we will write to you explaining what is happening, and let you know when we expect to be able to do so. In any event we will issue a final response letter within 8 weeks of receiving your complaint.

### If you are still unhappy

If you are still unhappy, you can request a review by the Financial Ombudsman Service, which was set up by parliament to consider unresolved disputes between banks and their customers and is entirely independent.

They can be contacted at:

#### **The Financial Ombudsman Service**

Exchange Tower,  
London E14 9SR

**T:** 0800 023 4 567

**E:** [enquiries@financial-ombudsman.org.uk](mailto:enquiries@financial-ombudsman.org.uk)

**W:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)