

Share Dealing

How to complain

Our promise

Our promise is to do our best to resolve any problem you have immediately. Where we can't, we'll ensure you know who is dealing with your complaint.

How to tell us about a problem

If you want to make a complaint, it's best to talk to a member of staff first, as this will be the quickest way for us to take action:



Call us

Call our Customer Service Team on **0345 606 1188** or **+44 113 292 0805** if calling from abroad, Monday to Friday, 8.00am-9.00pm.



Online

Use our website to chat directly to one of our team via our live chat facility once you're logged into your account at **bankofscotlandsharedealing.co.uk/online**



Write to us


Write to us at the following address: Customer Relations, Bank of Scotland Share Dealing, Lovell Park Road, Leeds LS1 1NS.


We take complaints seriously

We take all complaints seriously. Many issues can be dealt with immediately, but some do take a little time to investigate thoroughly. If this happens, we will get a specialist from our Customer Relations team to resolve the issue. The Financial Conduct Authority (FCA) gives us eight weeks to resolve complaints – we will aim to get your complaint resolved well before this deadline.

If we can't find a solution together

If you're still not happy and we can't put things right to your satisfaction, you can ask the Financial Ombudsman Service to look at your complaint – provided you have tried to resolve the matter directly with us first. We hope you won't need to contact the Financial Ombudsman Service, but if you do, they can be contacted at:

 Financial Ombudsman Service
Exchange Tower
London
E14 9SR

 Tel: **0800 023 4567** or **0300 1239 123**

 Email: **complaint.info@financial-ombudsman.org.uk**

For more information, visit **www.financial-ombudsman.org.uk**

You may also be able to take civil action should you remain unhappy following a final decision on your complaint.

Special requirements

We want to help our customers in any way we can.

If you'd like this in another format such as large print, Braille or audio please contact us on **0345 606 1188**.

If you have a hearing or speech impairment you can contact us using Text Relay or Textphone on **0345 604 2543** (lines are open 6am to 5pm, Monday to Friday).

If you have a hearing or speech impairment and have access to our online service, we have a facility called 'Web Chat' where you can chat real-time to one of our team.

To access Web Chat, go to **bankofscotlandsharedealing.co.uk/online**

Important information

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

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