

# 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

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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

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Complete a complaint form in the Contact Us section on our website or chat directly to one of our team via our live chat facility once you're logged into your account at **[bankofscotlandsharedealing-online.co.uk](https://bankofscotlandsharedealing-online.co.uk)**



#### Write to us

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Write to us at the following address: Customer Relations, Bank of Scotland Share Dealing, 12 Wellington Place, Leeds LS1 4AP.

## 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](mailto:complaint.info@financial-ombudsman.org.uk)**

For more information, visit **[www.financial-ombudsman.org.uk](http://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.

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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 use Relay UK. On a smartphone, computer or tablet, you can call through the Relay UK app, our lines are open Monday to Friday, 9am to 8pm except on Public holidays where lines are open 9am to 5pm (closed Christmas day).

If you're deaf and a BSL user, you can use the SignVideo service at **[bankofscotland.co.uk/accessibility/signvideo](http://bankofscotland.co.uk/accessibility/signvideo)**, Monday to Friday 9am to 5pm.

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### 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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