

Complaints Procedure

December 2023



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At Hampshire Trust Bank we are committed to providing the highest standard of customer service to you and all 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're 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 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 try and resolve your problem straight away. If you aren't satisfied with the action they take you can make a formal complaint by contacting:

Complaints

Hampshire Trust Bank,
80 Fenchurch Street,
London
EC3M 4BY

E: 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
- Contact details – Mobile or landline
- A clear description of your complaint
- Details of how you want your complaint resolved

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 your complaint within the first 3 days of receiving it, we will provide you with a written acknowledgement of your complaint within 5 working days.

We will aim to resolve your complaint as soon as possible and will look to provide you with an update within 4 weeks. Should the complaint take longer to resolve than expected we will ensure that we issue you with a final response letter within 8 calendar weeks of receiving your complaint.

If you are still unhappy

If you are still unhappy with our response to your complaint, you may be able to refer it to The Financial Ombudsman Service (FOS). FOS was set up by the Government to support unresolved disputes between Financial Service Firms and their customers. The service they provide is completely impartial and aims to provide fair and reasonable resolutions.

They can be contacted at:

The Financial Ombudsman Service


Exchange Tower,
London
E14 9SR

T: 0800 023 4567

E: enquiries@financial-ombudsman.org.uk

W: www.financial-ombudsman.org.uk



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