COMPLAINT SUBMISSION FORM

If you wish to make a formal complaint about the policy, procedures, or in relation the service you have received from Northern Community Bank you can do so via this form.

We will provide a formal reply as soon as we can and within a maximum of 8 weeks.

Completing this form

Please complete this form as fully as possible. It will help us speed up the handling of the complaint if you could provide as much detail as required to fully investigate the issue. If appropriate please detail specific dates, times, channel, and the branch that your complaint relates to.

If you need assistance filling out this form speak to a member of our staff, call us at 01282 691333 or email hello@northerncb.uk.

Account number:		**Ref:**	*official use only*

COMPLAINANT/ ACCOUNT HOLDER DETAILS			
Name:			
Address:			
		Postcode:	
Email:		**Phone:**	

If you are registering this complaint on behalf of somebody else, please state your name, your relationship to the account holder and provide your contact details.
(the account holder will need to confirm their consent before we can proceed)

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DETAILS OF THE COMPLAINT
Please provide as much detail as necessary to help us investigate your complaint. If possible, please provide specific details including the date, time, location of the occurrence. Please add another sheet if needed.

SUPPORTING DOCUMENTS
Please attach copies of any documents that relate to your complaint to this form and list details below. If you are unable to provide supporting documents, please tell us what they are and how these can be obtained.

DECLARATION			
I certify that the information provided in this form is true and correct to the best of my knowledge and belief.			
Signed:		**Date:**	

Please submit this form to Northern Community Bank, by email to complaints@northerncb.uk or by post to:

Northern Community Bank
31-39 Manchester Road
Burnley
BB11 1HG

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Have we let you down?

We will endeavour to be fair and reasonable whenever an account holder feels dissatisfied with our service or products. However, if you feel we have let you down, you have the right to complain.

What happens next?

We aim to acknowledge your complaint within three days of receipt and resolve your complaint within a maximum period of eight weeks.

If you are still not happy

If you have been taken through our internal complaints procedure and you are dissatisfied with the final response, you can take your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Services

The Financial Ombudsman Service (FOS) has been set up to provide consumers with a free and independent service to resolve disputes with financial providers.

Before you can take your complaint to the FOS you must have first tried to resolve your complaint using the internal complaints procedure.

To contact the Financial Ombudsman Service:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

0800 023 4567
www.fscs.org.uk
complaint.info@financial-ombudsman.org.uk

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