



## Trust Leeds Complaints Policy

At Trust Leeds we value each of our customers and beneficiaries and aim to provide an efficient and courteous service at all times. If we do not meet our high standards, we are keen to hear of the experiences of customers so we can set things right and so that we can make sure we improve our service. We investigate all complaints received thoroughly and ensure they are fully addressed.

### How to make a complaint

If you would like to make a complaint you can contact us in the following ways:

**Email:** [info@TrustLeeds.org.uk](mailto:info@TrustLeeds.org.uk)

**Telephone:** 07482 874595

**Website:** <http://www.trustleeds.org.uk/contact/>

**Postal address:**

Trust Leeds  
10 Norman Row  
Leeds  
LS5 3JL

### To enable us to effectively address your complaint please include the following details in your email/call/letter to us:

1. Your name
2. Your loan reference number (if appropriate)
3. Details of what we did wrong
4. What you would like us to do to resolve your concern
5. Details of anything else we should know
6. If you have previously spoken to a member of Trust Leeds staff about your complaint, and if so was it by telephone or by email?

If your complaint concerns the Chief Executive, then please e-mail this information to the Chairperson at [Chair@TrustLeeds.org.uk](mailto:Chair@TrustLeeds.org.uk)

## What you can expect from us

If you make a complaint (eg in person, by email or by telephone), we will acknowledge your complaint within 48 hours.

A lead investigator will be appointed to investigate your complaint and we expect to be able to conclude investigations and provide a final response letter within 8 weeks. If we are not able to do so we will write to you to explain the reason for the delay, when we expect to be able to provide you with a final response, and how to refer your complaint to the Financial Ombudsman if you are unhappy with the delay.

One of our Trustees will investigate your complaint.

The final response letter will be posted and emailed to you once we have resolved your complaint and will confirm the outcome of our investigation and any action we propose to take.

## If you are not happy with the resolution to your complaint

If you are dissatisfied with our final response, you have the right to refer your complaint to the Financial Ombudsman, free of charge, within 6 months of the date of our final response letter. If you do not refer your complaint in time the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was because of exceptional circumstances.

### **The Financial Ombudsman can be contacted at:**

**Postal address:**

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

**Phone:** 0800 023 4567 or 0300 123 9 123

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