

Triodos Bank UK

If you have a complaint.

We will handle your complaint fairly, consistently and promptly.

We aim to provide a friendly, professional and accurate values driven service and actively encourage feedback about the service received from us.

We are sorry if you are unhappy with your experience and want to know when things have gone wrong so that we have a chance to put things right. We will treat you fairly and reasonably.

How you can tell us about your complaint

Our opening hours are 8:00am-6:00pm Monday to Friday. Calls are recorded for training and monitoring purposes.

- Tel: **0330 355 0355** or **0117 973 9339**
- Send a secure message in internet banking
- Send us an email to **complaints@triodos.co.uk**
- Write to us:

Complaints Officer

Triodos Bank
Deanery Road
Bristol
BS1 5AS

Or write to our Royal Mail registered freepost address (no stamp required, please note that it will be treated as 2nd class post by the Royal Mail)

Freepost TRIODOS BANK

What will happen next

- When we receive your complaint we will try to resolve it immediately. But if we can't we will undertake further investigation and aim to resolve the matter as soon as we can.
- We'll write to you to tell you what we've done to resolve the problem, or acknowledge your complaint and let you know when you can expect a full response.
- We aim to deal with complaints as quickly as possible, this will usually be within 15 days for complaints relating to payment services (for example direct debits, debit card transactions), and no longer than 8 weeks for all other types of complaints.
- We'll keep you updated on our progress and issue you with a final response.
- If you're not satisfied with our final response you can refer to the Financial Ombudsman Service. You may be able to refer your complaint to them before you receive our final response and we will let you know if this applies to you. You have six months from the date of our final response to refer your complaint to them.

What to do if you are not happy with our final response

If you are not satisfied with our final response or any aspect of how your complaint was handled please contact our Complaints Officer using the contact methods above.

You can contact FOS who provide a free, independent service for resolving disputes. You can refer your complaint to the FOS at any time, however, they'll need our consent to investigate complaints where:

- We haven't received a complaint and had a chance to put things right OR
- We haven't exceeded the timescales detailed above and haven't yet issued our Final Response letter

You have 6 months within the date of our final response letter to refer your complaint to FOS. Details of how to do this are on their website www.financialombudsman.org.uk

If you purchased your product online you could submit your complaint through the European Commission's Online Dispute Resolution website. You can find out more information by visiting <https://webgate.ec.europa.eu/odr/main/?event=main.home.show>. The European Commission may forward your complaint to the Financial Ombudsman Service

Telephone: 0330 355 0355
www.triodos.co.uk

Calls to and from Triodos Bank may be recorded for training and monitoring purposes.

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