



## **Melli Bank PLC (UK)**

### **Complaints Procedures for Customers**

#### **To Our Valued Customers**

We are committed to providing a high standard of customer service. If you are not satisfied with any part of our service, we have procedures in place to deal with your concerns effectively and in the correct way.

If you have a complaint make sure your usual contact at the bank knows about it. Please provide as much relevant information as possible, including your account details and part of the business involved, a summary of your complaint and any action already taken to deal with the issue.

You can contact us by:

- Make a visit to our office and talk to one of our team
- Call us on 0207 361 0681 or 0207 361 0698. We are opening 9am to 5pm Monday to Friday ( closed on all UK public and bank holidays )
- Raise your complaint with customer services – write to :

The manager, Customer Services & Payments, Melli Bank Plc, 98a High Street Kensington, London W8 4SG

One of our complaint handlers will make sure your complaint is fully investigated and deal with the matter in a way you are satisfied with. We will deal with all complaints promptly and impartially (that is, in a fair and unbiased way).

We will write to you within three working days after receipt of the complaint. We will tell you what we have done to resolve the problem, or acknowledge your complaint and let you know when you can expect a full response. We will also let you know the name and contact details of the person or team dealing with your case.

We strive to deal with complaints in a way you are satisfied with. However, if we have not issued our response within eight weeks from the date you first raised your complaint, or if you are dissatisfied with our response, you may refer your complaint to the Financial Ombudsman Service for an independent review.



You should send your complaint to:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Phone: 0800 023 4567

E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

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

You must normally refer the complaint to them within six months of the date of our final response. The website of Financial Ombudsman Service provides details of how to make a complaint against the Bank and provides a questionnaire for you to complete.