

Customer Complaints Form

We know that sometimes things go wrong and here at The Co-operative Bank we really value your feedback. Letting us know when you are not happy with our products or service, provides us with the opportunity to put it right as quickly as possible and helps us to improve our service for all our customers.

Our promise is to:

- treat your complaint fairly and promptly
- try to resolve complaints straight away, when you first contact us
- keep you informed of our progress



Please ensure **all** sections of this form are completed in all circumstances.

For further guidance and contact information please visit our website co-operativebank.co.uk.

Your Details:

For security reasons, please do not include any account details.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Postcode	<input type="text"/>
Contact Number	<input type="text"/>
Email Address	<input type="text"/>
Product Type	<input type="text"/>

If your product is a Business or Community account, please confirm the organisation name registered on the account.

Where possible, we will provide a final response to your complaint via email. If you would prefer to receive this via post please tick here:



We use Transport Layer Security (TLS) to encrypt and protect email traffic. If your mail server does not support TLS, you should be aware that any emails you send to us, or emails you request from us, may not be protected in transit.

Details of your complaint:

What can we do to resolve the situation?

What happens next?

We'll always do everything we possibly can to resolve a complaint straight away. Where this isn't possible, we will keep you informed of our progress until your complaint has been resolved.

Once you have completed this form, please email it to us at complaints@co-operativebank.co.uk including your name and day time contact number where we can contact you between the hours of 8am - 8pm Monday to Friday, 9am -1pm Saturday.

Not satisfied with our response?

Should you remain unhappy with our response, you have the option to refer the matter to the Financial Ombudsman Service. For more information about the Financial Ombudsman Service visit: Website: www.financial-ombudsman.org.uk

Or contact them:

Post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Phone: 0800 0 234 567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk