



## **Making a complaint**

Kingston Unity aims to provide the highest possible standards of customer service at all times. However, if we do not meet your expectations or you are dissatisfied in any way with our service or products we would like to know.

Below you will find our contact details and the process we go through when we have received a complaint.

### **Our Contact Details**

The Compliance Officer  
Kingston Unity Friendly Society  
9 Navigation Court  
Calder Park  
Wakefield  
WF2 7BJ

Telephone: 01924 240164 (Lines are open from 9.00am – 5.00pm Monday to Friday)

Email: [enquiries@kingstonunity.co.uk](mailto:enquiries@kingstonunity.co.uk)

### **The Process**

You can speak to any member of our staff at Head Office, or you can ask to speak directly to the Compliance Officer.

If the complaint can't be resolved within three working days then the complaint will be passed to the Compliance Officer who will:

- Write to you within five working days of receiving your complaint to let you know that your complaint has been received. We will set out our understanding of your complaint in this letter.
- Investigate your complaint.
- Aim to resolve matters as quickly as possible. This will normally be within four weeks.
- If this is likely to take longer than four weeks then the Compliance Officer will contact you to let you know.
- Provide you with a detailed final response in writing within eight weeks of the date you first raised the complaint. If we are not able to meet this deadline then the Compliance Officer will write to you to let you know.

## **What to do next?**

If you still feel that your complaint has not been dealt with to your satisfaction, or if we have not been able to give you a final response within eight weeks, then you will have the option of contacting the Financial Ombudsman Service (FOS):

Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

Tel: 0800 023 4567

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

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

When we send you a final response or a response indicating that we have not been able to deal with your complaint within eight weeks, we will send you a leaflet detailing the FOS complaints procedure. If you are not satisfied with our final response, or if we have not provided you with one within eight weeks, then you have up to six months from the date of our final response letter to refer your complaint to the FOS. 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 as a result of exceptional circumstances

**Kingston Unity is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority FRN 110056**