

Bangladesh Bank, the Central Bank of Bangladesh, always safeguards the interests of the depositors/customers

of

banks

and

financial

institutions

of

the

country.

As

the

regulator

as

well

as

the

supervisor

of

the

banks

and

financial

institutions,

Bangladesh

Bank

has,

therefore,

established

a

full-fledged

department

known

as

"Financial

Integrity

&

Customer

Services

Department

(FICSD)"

with

the

following

objectives:

- To protect the interests of the customers related to Banks & Financial Institutions (FI) within

the

legal

and

regulatory

frame-works.

- To redress the grievances of the customers and to attend the complaints received against

Banks/FIs

or

its

any

official.

- To improve banker-customer relationship. ● To ensure the standard of customer-services of the Banks/FIs

Lodge your complaint to

the

FICSD

by

the

following

modes:

Dial

16236 during office
time

on

all

the

working

days

to

lodge

your

complaint/

for

any

query

regarding

banking/financial

services.

Or

Send

your

e-mail

to

us

at

bb.cipc@bb.org.bd

Or

Send

your

complaint

to

Fax

:0088-02-9530464

Or

Send

your

complaint

using

the electronic complaint form: Complaint Submission Form

Or

Send

your

complaint

using

the android mobile apps: Download from Google Play Store

Or

NRB

complaints:

Additional

Director,

CIPC,

e-mail:

bb.cipc@bb.org.bd

Or

Send

your

complaints

against

Banks/Financial

Institutions

to

the

following

address:

Director

Financial

Integrity

&

Customer

Services

Department

Bangladesh

Bank,
Head
Office,

2nd
Annex
Building
(17
floor)

Motijheel,
Dhaka-1000.

Complaint Lodgment Procedure
STEP-1: Contact your
Bank/Financial
Institution's
Branch

first

You should first refer your problem to
your

Bank/Financial

Institution's

Branch.

You

may

talk

to

the

concerned

official

who

deals

with

your

case

on

how

you

would

like

the

problem

to

be

resolved.z

STEP-2 : Complaining to the Complaint
Cell

of

your

Bank/FI

If your Complaint is not resolved at the

desk

level,

you

may

make

a

formal

complaint

to

the

Complaint

Cell

of

your

Banks

&

Financial

Institutions

(FI)

.

All Banks/Financial Institutions licensed

by

Bangladesh

Bank

have

set

up

Complaint

Cell

in

their

Head

Offices

as

well

as

Zonal

Offices

to

handle

their

customers'

complaints.

You

can

get

the

information

of

the

Complaint

Cells

of

your

Bank/Financial

Institution

from

the

concerned

Branch/from

their

website.

STEP-3

:

Complaining

to

the

FICSD

of

Bangladesh

Bank

If your complaint is still unsolved or
you

are

still

dissatisfied,

you

may

submit

your

complaint

to

the

FICSD

of

Bangladesh

Bank,

Head

Office,

Dhaka

providing:-

● Details of your complaint (containing name, address, contact no. of the complainant) ● Copy of the letter from you

FICSD deals with all types of

Bank/FI

related

complaints

except

the

following:

● Complaint against an institution/person which is not within the purview of Bangladesh Bank.

● Complaint submitted by a third party without the written permission of the account holder. ● Complaints relating to contact

number

of

the

complainant.