



## Making a complaint

We realise that at times we may not meet the high standards you have come to expect from us.

## Contact us with your concerns

If you want to make a complaint, you can contact us in the following ways:

**Telephone:** 0330 123 0263

**Email:** [fscustomer@postoffice.co.uk](mailto:fscustomer@postoffice.co.uk)

**Write to us:** Customer Care Team, PO Box 3191, Bristol, BS1 9HY

## What information do we need from you?

To help us investigate and resolve your complaint, please provide us with the following:

- Your name and address
- Your account details and what it relates to
- A description of your complaint and when your issue occurred
- How you would like us to put this right for you
- Contact details and the best time to contact you

## How long does it take to respond?

We will make every effort to resolve your complaint as soon as possible; this will usually be within 15 days and no later than 56 days. We will of course keep you updated throughout the process.

## If you are still unhappy

If you are unhappy with our final response, or if we've not given you a final response within the 56 day timeframe of your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service for help and advice. Please note, if you decide to refer your complaint after we've issued our Final Response, you should do so within 6 months of the date on our Final Response letter.

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

**Tel:** 0300 123 9123

**Outside UK Tel:** +44 207 964 1000

**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)

## Online dispute resolution

We always try to resolve any complaint to put things right. However, if you have already contacted us and we have not resolved your complaint to your satisfaction, you may wish to use the European Commission's Online Dispute Resolution service [https://ec.europa.eu/info/live-work-travel-eu/consumers/resolve-your-consumer-complaint\\_en](https://ec.europa.eu/info/live-work-travel-eu/consumers/resolve-your-consumer-complaint_en)