

# Our Complaints Policy



GATEHOUSE  
BANK

Formerly Milestone Savings



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Gatehouse Bank

PO Box 861

Wallsend, NE28 5BP

T 0345 600 3350

E [info@milestonesavings.co.uk](mailto:info@milestonesavings.co.uk)

W [www.milestonesavings.co.uk](http://www.milestonesavings.co.uk)

## Should you need to complain

### If you have a complaint

If you're reading this, something may have gone wrong. We're sorry if it has. If you tell us about it we'll look into it thoroughly and correct any error we have made. Thank you for taking the time to help us improve our service for you and everyone else. This leaflet tells you about how we respond to complaints, and what you can expect us to do if you complain to us.

### How to complain in the first instance

The first thing to do is let us know what's happened.

You can either call us, email us or write to us

We'll need to know:

- Exactly what's gone wrong, and how and when it happened
- Anything specific you'd like us to do to put things right
- Your name, address, and contact phone number
- Anything else relevant, such as policy or letter reference numbers.

Once we have this information, we'll be able to start looking into your complaint for you.

### Next steps

We'll contact you to tell you we're looking into your complaint and let you know when you can expect to hear back from us.

We'll keep you regularly updated about what's happening. When we first contact you, we'll give you a complaint reference number to quote, so we can always find your information quickly when you contact us.

When we've thoroughly looked into your complaint, we'll attempt to contact you by telephone to discuss our finding and the outcome to your complaint.

Where the complaint is resolved, we shall promptly write to you that we consider the complaint to have been resolved and advise you of your right to appeal our decision.



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## Our final response

We'll write to let you know our final response. This will be a detailed letter that outlines what we found, what we plan to do as a result, and why we made the decision we came to. If it looks like these investigations will take more than eight weeks from when you first contacted us, we will keep you updated on our progress and when we expect to be able to provide a final response and to inform you of your legal rights.

## Our Contact Details

Complaints

Gatehouse Bank

PO Box 861

Wallsend

NE28 5BP

0345 600 3350

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## Financial Ombudsman Service (FOS)

If you're not satisfied with how we dealt with your complaint

If you are not happy with the decision we've taken on your complaint and wish to take it further, you can ask the Financial Ombudsman Service to look into your complaint for you. This is a free, independent service for resolving disputes between customers and financial services institutions. The FOS will require you to consult them within 6 months of the date of our final response letter, and they'll ask to see the letter as summary of our investigation of your complaint.

Phone : 0800 023 4567 or 0300 123 9123

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

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

Post : The Financial Ombudsman Service

Exchange Tower

London

E14 9SR



# GATEHOUSE BANK

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Gatehouse Bank plc (the Bank), is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The Bank is incorporated in England and Wales (registered number 06260053), with its registered office at 14 Grosvenor Street, London, W1K 4PS

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