

Feedback from the clients gives us all opportunities to learn and improve. We must value feedback about our services and recognise the right of our clients to make a complaint, compliment or comment about our services. We are committed to listening to the views of people who use our services and will respond quickly and efficiently to that feedback. To do this we have now introduced an electronic monitoring system that handles the process and reports information on all complaints.

Our complaints policy

At CBN London Ltd we aim to provide a first class service. However, we do realise that at times we may not meet the high standards you have come to expect from us.

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

In person - visit our office, fill-in our standard complaint form and speak to a member of staff.

In writing or email - send a letter or email to the Manager. Email address is cbnlondoncomplain@cbngrupo.net

By phone - call our Customer Service Team. For office hours you can call 0207 4623000 and for outside office hours you can call 0207 0994280.

When we receive your complaint we will do the following:

1. Write to you within five working days to confirm we have received your complaint.
2. We will always deal with your complaint as quickly as we can. However, if we have not been able to solve or settle your complaint within four (4) weeks of receiving it, we will write to tell you the progress we have made and when we aim to send you a full response.
3. If we cannot solve or settle your complaint within eight (8) weeks of receiving it, we will write to you and explain why.

If you do not agree with our final response, or we cannot respond within eight (8) weeks and you do not accept our explanation, you may refer your complaint to the Financial Ombudsman Service (FOS). The FOS can help solve or settle disputes between financial institutions and their customers. They are entirely independent and their services are free to you.

You may contact the Financial Ombudsman Service (FOS) at:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Telephone: 0845 080 1800

Website:
www.financial-ombudsman.org.uk

Your comments

If you need help to fill in this form, please phone Customer Services on 0207 4623000 or visit us at Ground Floor, 50 Margaret Street, London W1W 8SF

Mr Mrs Miss Ms Other

First name _____

Last name _____

Your address and postcode _____

Daytime phone number _____

Evening phone number _____

E-mail address _____

Please give your details of compliment, comment or complaint below.

Do you want us to treat your comments as a complaint? Yes No

If 'Yes', have you complained about this before? Yes No

Thank you.

