

A guide to our complaints process

We are serious about resolving your complaint



Tell us if you have a complaint

At Alliance & Leicester International, we strive to keep our customers happy, but, we realise that we sometimes make mistakes.

Telling us when you are unhappy is important as it gives us the chance to put things right there and then and improve the service we offer in the future.

This leaflet tells you how and where to make a complaint and what we will do to resolve it promptly and fairly.

How to raise your complaint

You can visit our branch or call us on **+44 (0) 1624 641 888**.

We are dedicated to resolving any complaint you have.

Please ensure you give us your contact details including your telephone number, when you raise your complaint.

Alternatively you can contact us:



In Writing:

Complaints
Alliance & Leicester International
PO Box 226
Douglas
Isle of Man
IM99 1RY
British Isles



By Email*:

complaints@alil.co.im



Online:

If you are registered for our internet banking service, send us a secure message.

*Please do not include any account or personal details in your email as it could be intercepted.

Our promise

We promise to do everything we possibly can to resolve your complaint as soon as we receive it, whether it's face to face with one of our branch staff, over the phone or in writing.

If we need more time to investigate your complaint and cannot resolve it before the close of business on the next business day, we will refer your complaint to our Complaints Department.

Complaints referred to, or received by, the Complaints Department, will be acknowledged by them within two business days. They will review and investigate your complaint and you can expect a full reply within ten business days.

If the Complaints Department are unable to issue a full reply within this time, they will tell you and keep you updated on their progress throughout the investigation.

The complaints process should take no longer than a maximum of eight weeks.

The Isle of Man Financial Services Ombudsman Scheme (FSOS)

The Isle of Man Financial Services Ombudsman Scheme (FSOS) is an external body which plays a key role in the complaints process. The FSOS are an impartial and independent organisation formed to help settle individual disputes between consumers and financial services businesses without taking sides.

If we have not been able to resolve your complaint to your satisfaction once we have sent you our final decision, you may be able to refer your complaint to the FSOS. They will only investigate your complaint if you have already tried to resolve it with us first or if it has been more than 8 weeks since you first raised your complaint with Alliance & Leicester International.

You can contact them at:



In Writing:

Isle of Man Financial Services
Ombudsman Scheme
Government Building
Lord Street
Douglas, Isle of Man
IM1 1LE
British Isles



By Telephone:

+44 (0) 1624 685600

Further information relating to the FSOS can be found on their website:

www.gov.im/oft/ombudsman/complain.xml

Alliance & Leicester International is able to provide this document in large print, Braille and audio CD. If you would like to receive this document in one of these formats, please give us a call on +44 (0) 1624 641 888.

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