

Our complaints procedure

We value your comments

It is the aim of Barclays Bank Trust Company Limited to provide a high standard of service to every client, every time, however you contact us. We recognise however, that occasionally we will not live up to your expectations.

Your comments are important. Not only do they allow us to improve our individual service to you, they also help us to enhance our products and services making life easier for everyone who uses them. So if you have reason to suggest how we could have served you better, please let us know.

HOW TO MAKE A COMPLAINT

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by phone or in writing.

If you are unhappy with the service that you have received you should, in the first instance, pursue your complaint with the department with which you have been dealing. In the event that you are unable to obtain a satisfactory resolution, your complaint should be directed to:

The Head of Client Services
Barclays Bank Trust Company Limited
Executorship & Trustee Service
Osborne Court, Gadbrook Park
Northwich, Cheshire
CW9 7UE.

Telephone: **01606 313141**

Facsimile: **01606 313421**

E-mail: **EandT-info@barclays.co.uk**

INFORMATION YOU NEED TO PROVIDE

To help us investigate and resolve the problem as quickly as possible, please provide the following information:

- **your name, address and any reference number available**
- **if appropriate, the name of the estate or trust involved**
- **a clear description of your concern or complaint**
- **details of what you would like us to do to put it right**
- **copies of any relevant documents/information**
- **a daytime telephone number upon which we can contact you.**

HOW WE WILL HANDLE IT

We will try to resolve your complaint immediately and with the minimum of inconvenience to you. The first step is for us to be really clear as to what the problem is and to identify with you what we can do to put it right.

Sometimes we will not be able to solve the problem or allay your concerns immediately. If we are unable to resolve your complaint by the following day, and if we have not already contacted you to agree our proposal for resolving it, we will:

- **send an acknowledgement of your complaint in writing within five working days**
- **confirm who will handle your complaint and how you can contact them. On occasions, to ensure that your complaint is reviewed by the most appropriate person, this may not be the person to whom you complained initially.**

If your complaint is particularly complex in nature, we will seek to keep you informed of the progress we are making as our investigations continue. We will aim to resolve your complaint within four weeks. However, if we are unable to do so, we will send you a written update at that time to explain the current position. If we have been unable to resolve your complaint within eight weeks, we will write to you again to explain why we are not in a position to respond fully. We will also let you know when we expect to resolve your complaint.

When we have resolved your complaint, we will write to you to confirm details of the action we have taken.



IF YOU ARE STILL NOT SATISFIED

We aim to resolve all complaints as quickly as possible and to the complete satisfaction of our clients. If, for whatever reason, you are not satisfied with the outcome of your complaint then you should contact the person or department who handled it. They will then agree with you what the next steps are.

If you remain unhappy, you may be able to request the Financial Ombudsman Service to review your complaint. The Financial Services Authority (FSA) has established the Financial Ombudsman Service to review independently any eligible complaints made by personal customers, or small business customers with a turnover under £1m per annum, which we have been unable to resolve satisfactorily.

We will confirm your eligibility to refer your complaint to the Financial Ombudsman Service and provide you with the relevant contact details. Alternatively you can obtain a copy of their explanatory leaflet directly from:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Telephone: **0845 080 1800**

E-mail: enquiries@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk



Barclays Bank Trust Company Ltd. Regulated by the FSA.
Registered in England, Registered No. 920880.
Registered Office: 54 Lombard Street, London EC3P 3AH.