

A guide to handling your complaint

Private Bank

We are committed to providing a high standard of service to all of our clients. However, we do recognise that on occasion problems may arise and we may fall short of the service levels to which we aspire.

The following leaflet explains what you need to do if you are dissatisfied with any aspect of our products or services and you wish to make a complaint.

We welcome your feedback, as it helps us improve our products and services for our clients.

How to make a complaint

You can contact us in person, in writing, by email or by telephone.

You can contact your Private Banker or Relationship Manager in person or via their direct contact details. Alternatively, you can contact us directly in writing or via our website.

Barclays
Private Bank
1 Churchill Place
London
E14 5HP
Telephone: +44 (0) 203 134 2000
privatebank.barclays.com

Complaints made online

Our Barclays.co.uk website contains a link to enable you to advise us electronically of any issues you might wish to raise. You simply need to go to:

- [contact us](#)
- [Complaints](#)
- [All other complaints](#)
- [Barclays customers](#)
- [Select response to Online Banking access](#)

If you send us a complaint by email, we will normally respond to you in writing but we may also choose to respond by return email or by telephone.

Information you need to provide

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

- your name and address
- account details
- policy reference or other details
- a clear description of your concern or complaint
- details of what you would like us to do to resolve the complaint
- copies of any relevant documents/information
- a daytime telephone number where we can contact you
- any times you would prefer us to contact you

How we will handle your complaint

We will try to resolve your complaint as quickly as possible. The first step is for us to be clear about the nature of your complaint, and to identify what we can do to resolve the issue. The more information you can provide us, the better.

We will confirm who will handle your complaint and give you details of how to contact them. Please note, this may not be the person to whom you originally made your complaint. We will also provide you with a unique reference number.

We will aim to resolve your complaint within four weeks of the date of receipt.

However, if we are unable to finalise our investigations within this time-frame, we will send you a written update after four weeks to let you know when we expect to be able to reply. If we have been unable to complete our investigations within eight weeks, we will write to you again to explain why there is a delay. When we have finished our investigations into your complaint, we will be in touch to provide you with a full response to your complaint.

If you are still not satisfied...

We aim to resolve all complaints as quickly as possible and to your complete satisfaction. If you are not satisfied with our response or the handling of your complaint, please let us know and we will work with you to agree an appropriate way forward.

If you are still not satisfied, you may have the option to refer your complaint to the Financial Ombudsman Service who independently reviews any eligible complaint which we are unable to resolve to your satisfaction. This is a free service.

You can obtain a copy of the Financial Ombudsman Service explanatory leaflet from any member of staff or contact them directly at:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone 0800 023 4567

Email : complaint.info@financial-ombudsman.org.uk

Website : www.financial-ombudsman.org.uk

We are committed to providing equal access to our services for all clients with disabilities. If you would like this document in Braille, large print or audio format, please contact your Private Banker, Relationship Manager or other Barclays contact.

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