Putting things right for you
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At Danske Bank we aim to provide you with a high level of customer service. Unfortunately things can sometimes go wrong but by telling us when they do you are giving us a chance to fix things for you and make improvements for everyone.

In the event that you have a complaint we commit to:

• Make it easy for you to tell us about your complaint
• Resolve your complaint as quickly as possible
• Have fully trained staff available to handle your complaints impartially

Let us know when you have a complaint

You can contact us in a number of ways to let us know about your complaint. In order to help us investigate your complaint it would be helpful for you to provide us with all relevant information about your complaint including details of the area or branch involved as well as your account details. Your contact details are important to enable us to contact you if we need to discuss your complaint with you.

You can contact us as follows:

By phone

You can call us on 0345 600 2882. When you call you’ll need to have your account information handy. (Lines are open between 8am and 8pm Monday to Friday and between 9am and 4.30pm on Saturdays and Sundays, except for bank holidays or other holidays in Northern Ireland when the bank is not open for business. Call charges may vary. Please contact your phone company for details. We may record or monitor calls to confirm details of our conversations, for your protection, to train our staff and to maintain the quality of our service.)
**In person**
Visit any of our branches and talk to one of our team. You can find your nearest branch and its opening hours at www.danskebank.co.uk

**Online**
Visit www.danskebank.co.uk and click on the 'Complaints' link on the homepage under 'Contact us'. Click on 'Make a complaint' and you'll then be able to write to us using our online form.

**In writing**
You can write to us at:

Danske Bank  
PO Box 2111  
Belfast  
BT10 9EG  

**What happens next?**
We will record your complaint and attempt to resolve it as quickly as possible.

Throughout the complaint investigation we will keep you updated as to our progress and may use phone calls, texts or letters to do so.
Depending on the length of time taken to resolve your complaint you will receive one of the following communications from us:

**Summary Resolution Communication Letter**
When we have resolved your complaint within 3 working days following the date of receipt we will send you a Summary Resolution Communication Letter.

This letter will confirm that we consider your complaint to be resolved and also provide you with information in relation to the Financial Ombudsman Service.

**Acknowledgement Letter**
If we have not been able to resolve your complaint within 3 working days after the day we received it, we will send you a written acknowledgement letter. We will also give you a reference number should you need to contact us.

This letter will confirm that we have received your complaint and are dealing with it. The letter will also provide you with details of our procedures for handling complaints.

(This letter may also contain our Final Response to your complaint)

**Progress update phone call/ secure mail / letter**
We are committed to resolving your complaint as quickly as possible. If we need more information or more time to investigate your complaint we will contact you either by phone, text or letter and regularly thereafter.

We will tell you of the steps we are taking to deal with your complaint. We will also let you know when we expect to be able to resolve your complaint and send you our Final Response.
Final Response Letter
Once all the details of the complaint have been investigated we will send you a letter explaining our Final Response. The Financial Conduct Authority (FCA) gives us eight weeks to resolve complaints but we will aim to get your complaint resolved well before this deadline.

The Final Response letter will outline our decision and if applicable our offer of redress or the steps we have taken to put things right for you. This letter will also provide you with information about the Financial Ombudsman Service.

Written Response Letter
If we have not been able to resolve your complaint within 8 weeks we will send you a Written Response.

The Written Response will explain why we are not in a position to make a final response and indicate when we expect to be able to provide you with one. The letter will also let you know that you can now refer the complaint to the Financial Ombudsman Service.

If you are still not happy
We always aim to deal with complaints fairly. However, if you are not satisfied with the Summary Resolution Communication or the Final or Written Response you receive from us you have the right to refer your complaint to the Financial Ombudsman Service.

You should send your complaint to:
Financial Ombudsman Service
Exchange Tower
London
E14 9SR
Phone: 0800 023 4 567
Email: complaint.info@financial-ombudsman.org.uk
Web: www.financial-ombudsman.org.uk
You must normally refer the complaint to them within six months of the date of our Summary Resolution Communication or our Final Response.

**Online Dispute Resolution Service**

Alternatively, if your complaint is in relation to any products and services you bought from us online from 15 February 2016, you can also access the Financial Ombudsman Service by using the Online Dispute Resolution Platform (ODR Platform) if you are not satisfied with the response you receive from us. The ODR platform is an official website managed by the European Commission to help consumers who have bought products or services online to resolve their disputes. The ODR platform will send your complaint to the Financial Ombudsman Service and therefore you may prefer to contact us or the Financial Ombudsman Service directly in the first instance about your complaint using the contact details noted above.

The ODR platform can be accessed at:

You may find the following information helpful when completing the ODR complaint form:

- Our name: Danske Bank
- Our email: encomplaints_team@danskebank.co.uk
- Our website address: www.danskebank.co.uk
- Our geographic address: United Kingdom

**When the Financial Ombudsman cannot help**

The Financial Ombudsman Service can help with complaints about most financial problems involving products and services provided in, or from, the UK, however, some restrictions apply.
Invoice Agreements
The Financial Ombudsman Service will not currently consider complaints which relate mainly to invoice-finance agreements with business customers. (If you have such an agreement it will be called a ‘business invoice finance agreement’). However, depending on the nature and size of the complainant and a number of other factors, the service might consider a complaint which relates mainly to wider regulated financial services but which also has an invoice-finance element.
If your complaint is about a Danske Bank invoice-finance facility and:

• you are not satisfied with our final response; or
• we have sent you a ‘deadlock’ letter;

You may be eligible to have the matter considered through the independent ABFA complaints process. ABFA is the Asset Based Finance Association. Eligible complaints must meet the following conditions:

• The complaint must relate to factoring, invoice discounting, asset-based lending or proposed lending.
• You must refer the case to ABFA within six months of the date on our final response or deadlock letter.
• The turnover of your business, or the business you are a guarantor for, must not be more than £6.5million (£7.5million) a year (according to the last audited accounts).
• The action or actions relating to your complaint must have taken place on or after 1 July 2013.
• You must not be seeking a financial award of more than £25,000 (€29,000) in connection with the dispute. This is the maximum award that can be made under this process.

You should send your complaint to:
Asset Based Finance Association
3rd Floor
20 Hill Rise
Richmond
Surrey
TW10 6UA

Email: complaints@abfa.org.uk

ABFA will log the complaint and immediately pass it to The Ombudsman Service Limited, which is a specialist dispute-resolution organisation and is a member of The Ombudsman Association.

Corporate Opt-out Customer
If you are a Corporate Opt-out Customer [see footnote] you are not eligible to refer your complaint to the Financial Ombudsman Service. If you cease to be a Corporate Opt-out Customer you may be able to refer your complaint to the Financial Ombudsman Service. We will have told you whether you are a Corporate Opt-out Customer either prior to 1 November 2009 or when you opened your account [if later than 1 November 2009].

Footnote:
A Corporate Opt-Out Customer is a customer who is not a consumer, a micro-enterprise or a charity with a yearly income of less than £1,000,000 [one million pounds sterling]. A micro-enterprise is a business or company that employs fewer than 10 people and whose yearly turnover or yearly balance-sheet total [or both] is no more than €2,000,000 [two million euro]. For full details of the definition, see the Commission Recommendation 2003/361/EC. This is available on the European Commission’s website.
Payment Services Regulations
You will also be able to contact the Financial Conduct Authority if you think that we may have broken the Payment Services Regulations 2009.

You can contact the FCA by writing to:

Financial Conduct Authority
25 The North Colonnade
Canary Wharf
London
E14 5HS

The FCA will use this information to inform its regulatory activities.

Complaints involving other companies
If any part of your complaint relates to a product another company has provided (for example, an insurance product), we will send that part of your complaint to that company. We will do so promptly. We will also give you a Final Response to explain why we have sent that part of your complaint to the other company, and that company’s contact details.
This publication is also available in Braille, in large print, on tape and on disk. Speak to a member of staff for details.

Danske Bank is a trading name of Northern Bank Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register, reference number 122261.

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