

BACB - Contact Us: Feedback and Complaints

If you are in any way dissatisfied with BACB please contact your relationship manager and inform them of any concern you may have. If you have a complaint that relates to a product or service provided by BACB or your relationship manager is unable to resolve the issue they will refer you to the Head of Operations.

In order to register a complaint you can contact your relationship manager or Head of Operations using the below methods.

Write to: -

Head of Operations
British Arab Commercial Bank
8-10 Mansion House Place
London
EC4N 8BJ

Email: feedback@bacb.co.uk

Telephone: UK only - 020 7972 6921 or 020 7972 6939*
Overseas - +44 207 972 6921 or +44 207 972 6939*

* Lines open Monday – Friday 9am until 5pm. Please be advised telephone calls may be recorded for quality purposes.

Please do not disclose any confidential information in your emails. If you need to refer specifically to account details please call or write to us.

How we reply

We will aim to resolve your complaint as soon as possible. If we are unable to do so by the close of the next business day we will notify you that we are in receipt of your complaint within five business days. We will advise by return email/letter:

- Name and Job title of the person dealing with your complaint
- Complaints reference number
- Acknowledgement of your complaint

Consumers will receive a final written response within eight weeks of BACB receiving your complaint either resolving the matter or in the unlikely event advising BACB have been unable to do so and further investigation and time is needed.

Still Unsatisfied

If you are an eligible complainant [DISP 2.7.3] and BACB has been unable to settle your complaint within eight weeks or if you are unhappy with BACB's final response you have the right to refer your case to the Financial Ombudsman Service within six months of BACB's final response.

The Financial Ombudsman Service offers a free independent service to resolve disputes between consumers and financial firms, subject to certain limitations you can contact the Financial Ombudsman Service as follows:

Write to: -

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

Telephone: 0845 080 1800*

*Call charges apply. Please check with your service provider.

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

Website: www.financial-ombudsman.org.uk