

How to make a complaint



Complain

If you are unhappy with something we did, or something did not go like you thought it would, please let us know.



We will work with you to understand what happened and do our best to put it right.



Online chat

If you want to make a complaint, the quickest way is to message us through our online chat.



By phone

You can make a complaint about your **current account**:

Monday to Saturday, 8am to 8pm.
Sunday, 9am to 5pm.



You can make a complaint about **savings** and **mortgages**:
Monday to Friday, 8am to 6pm.
Saturday, 9am to 2pm.



If you are calling from the UK, phone:
0800 30 20 15

If you are calling from abroad, phone:
+44 1793 65 67 89



By letter

If you want to make a complaint by writing a letter, please tell us:

- your name
- your address
- your account details
- a phone number, if you are happy for us to call you
- what has happened
- when it happened.



Please send your letter to:
The Complaints Team
Nationwide Building Society
NW 2020
Swindon
SN38 1NW



In one of our Nationwide branches

If you would like to speak to one of our staff in person, come and see us in one of our branches.

You can find your local branch of Nationwide on our [branch finder](#).



Relay UK

Relay UK used to be known as Text Relay. It turns the words which people say into text and text into spoken words. It can be useful for people who find it difficult to use the phone.



To use Relay UK, you will need the Relay UK app or a textphone. Dial **18001** followed by the Nationwide number you want to call. The opening hours will be next to the number.

Sign Video

You can use SignVideo to make British Sign Language (BSL) interpreted calls with a qualified and registered (NRCPD/SASLI) interpreter.

Monday to Saturday, 8am to 9pm.
Sunday, 9am to 5pm.

You can [connect to a Sign Video interpreter here](#).



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Replying to your complaint

We will try to let you know what has happened with your complaint in 3 working days. If we can not do this, we will send you a letter.

**Complain****How to take your complaint further**

If you are unhappy with what we do after we have finished looking at your complaint, you can use a free service called the Financial Ombudsman Service (FOS). The FOS will look at your complaint and make sure we have done the right thing.

**You can contact the FOS:****By phone**

Monday to Friday: 8am to 5pm

Saturday: 9am to 1pm

**If you are calling from the UK,
phone:**

0800 023 4567

**If you are calling from abroad,
phone:**

+44 2079 64 05 00



By online form:

<https://www.financial-ombudsman.org.uk/make-complaint>



By letter:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR



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