

Can we help you with your complaint?

Video transcript

We are the Financial Ombudsman Service and we investigate complaints about financial businesses.

It could be a problem with your bank, insurance company, pension, credit card or loan.

We can look at complaints from individual customers, or customers who share a financial product or service, for example, if you want to complain about a shared bank account, or a joint mortgage.

We can also help small businesses, and others like charities, or trusts, or someone who has guaranteed a loan to a business they are involved in.

Who we can help depends on a few things.

Before we can investigate a complaint, we will ask a few questions about you, your complaint, and the financial business you want to complain about.

Our service is free and easy to use. You don't need to pay anyone to represent you, for example a lawyer or claims management company.

But if you want to, you can ask a member of your family, a friend or someone else to help you with your complaint.

Our website will help you get started. Answer a few questions online, and we'll let you know if we think we can help and what you need to do next to send us your complaint.

We will guide you through the information we need.

If you think you've been treated unfairly by a financial business, and you want to know more about making a complaint, and who we can help, take a look at our website.

financial-ombudsman.org.uk