

YORKSHIRE BUILDING SOCIETY CHARITABLE FOUNDATION COMPLAINTS PROCEDURE

Yorkshire Building Society Charitable Foundation was established in 1998 as a registered charity (number 1069082) and a company limited by guarantee. The Charitable Foundation is independent from Yorkshire Building Society and is run by trustees who must include three who are independent from the Society.

All donations made by the Charitable Foundation are at the complete discretion of the Trustees who are required at all times to operate within the charitable objects of the Charitable Foundation and rules and regulations governing registered charities in the UK.

WHAT IS A COMPLAINT?

We treat any expression of dissatisfaction related to the Charitable Foundation's activities as a complaint.

We take all complaints about the Charitable Foundation seriously and we will do our best to address any concerns you may have quickly and fairly and use any feedback we receive to improve the high standards we strive to achieve.

WHAT WILL HAPPEN AFTER RECEIVING YOUR COMPLAINT?

We will record the details of your complaint and then send you a written response to your complaint setting out a full explanation of the Trustees' decision. All documentation will be retained for seven years.

However, the Trustees' decision is final, as they have absolute discretion on whether grants are given and, if so how much.

WHO TO CONTACT

You can make a complaint using your preferred method and format of communication.

Our contact details are set out below:

Yorkshire Building Society Charitable Foundation,
Yorkshire House, Yorkshire Drive, Bradford, BD5 8LJ

Email: community@ybs.co.uk



**YORKSHIRE BUILDING SOCIETY
CHARITABLE
FOUNDATION**

All communications with us may be monitored/recorded to improve the quality of our service and for your protection and security.

Yorkshire Building Society Charitable Foundation Registered Charity No: 1069082. Registered Office: Yorkshire House, Yorkshire Drive, Bradford BD5 8LJ.

Chelsea Building Society, the Chelsea, Norwich & Peterborough Building Society and N&P are trading names of Yorkshire Building Society. Yorkshire Building Society is a member of Building Societies Association and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Yorkshire Building Society is entered in the Financial Services Register and its registration number is 106085. Head office: Yorkshire House, Yorkshire Drive, Bradford BD5 8LJ.