



Complaints Policy

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V0.1	05SEP14	Manmeet Singh	BBB external complaints policy			
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1 Glossary

List	Meaning
BBB	British Business Bank
Delivery Partners	The institutions through which BBB funding support is provided, which may be funds or fund managers
Products	The type of financial instruments or lending mechanisms used by delivery partners to lend to SMEs
SME	Small to Medium-sized Enterprise
You	The complainant

2 The Policy

British Business Bank Plc and its subsidiaries (BBB) are committed to providing a high quality, accessible and responsive service to serve its ultimate objective of improving the access to funding for SMEs. It continually strives to provide services through adoption of best practice, high professional standards and as such a complainant can expect BBB staff to be courteous, efficient and helpful at all times. However, in the extreme event of a complaint, where BBB may not have achieved its stated aim, then BBB will do its utmost to put things right in a fair and equitable manner.

BBB will consider all complaints, whether made verbally or in writing, according to its defined policy and procedures and having regard to relevant applicable industry standards or practices.

BBB will allocate appropriate resources to analyse the cause of complaints with the aim of improving its service, internal processes and rectifying lapses. BBB's policy is to deal with any complaint promptly, effectively and in a fair and reasonable manner. This is done through recording, reviewing and monitoring all complaints, as well as any suggestions or feedback received from complainants. BBB achieves this by having a rigorous internal process which:

- is easily accessible and well publicised
- is simple to understand and use
- is speedy, with established time limits for action
- is informative, ensuring that relevant parties are kept informed of progress and the outcome of any review wherever reasonably practical
- is fair, with objective investigation procedures
- maintains the confidentiality of both internal and external parties
- effectively addresses all of the points at issue and provides appropriate resolution
- provides information to management so that services may be improved

BBB will always respect data confidentiality and any comments complainants make about BBB services will be dealt with in accordance with the Data Protection Act 1998 along with other relevant legislation as applicable. Anonymous requests for information will be dealt with as appropriate under this policy.

It is BBB's policy to periodically present information on complaints to its Board.

3 Complaints relating to delivery partners

BBB normally invests into funds and will typically be a Limited Partner in those funds and as such has no role in the day to day management of funds or the investment decisions they take. Consequently, any complaints or disputes should be settled directly with the relevant delivery partner. Depending on the nature of the complainant's relationship with a fund's manager, a complaint about the fund manager's conduct might be considered by the Financial Conduct Authority or the Financial Ombudsman Service. These bodies are independent of BBB.

If the complaint relates to BBB's behaviour this can be dealt with through the complaint procedure set out in the rest of this document.

4 If you have a complaint

If you want to complain about a BBB service, normally the best way to resolve this would be through the official with whom you have been dealing.

This can be done over the phone, by email, in writing or by making an appointment with the concerned official to address the issue in person.

In order to help us investigate your complaint, please provide in writing as much of the following information as possible when you contact us:

- Whether it is a new complaint, or a follow-up to a reply with which you were not satisfied;
- A clear, complete and accurate description of the complaint;
- Your details for correspondence including full postal address, telephone number (including dialling code), and email address if you have one.

The official dealing with your complaint or the Managing Director (MD), Risk and Compliance will acknowledge your complaint within ten working days of receipt, identifying the official who will be dealing with it.

Following our internal review you can expect to receive our full and final response, which will normally be issued within eight weeks of receipt of the complaint. However, should the complaint be complex and in the event that BBB has to engage in further dialogue with you or its delivery partners to obtain more information in relation to the complaint, delays may be unavoidable. In such situations should BBB require more time to review the case than was originally estimated, we will notify you of this in writing, stating the reasons along with a revised date for when you can expect to receive our final reply.

If you deem that the designated official dealing with your complaint is not the appropriate person to resolve your complaint, or if you are not satisfied with the outcome, then you should make a complaint to:

Managing Director, Risk and Compliance
British Business Bank plc
Foundry House
3 Millsands
SHEFFIELD
S3 8NH
Email: Complaints@british-business-bank.co.uk

In the unfortunate event that you are not happy with the time we took to respond, the way in which we kept you informed, the manner in which you were dealt with or the outcome itself, you may progress your complaint to the next stage. In order to do this you will need to write to the CEO at the same address and explain in detail the reasons for escalating the complaint further. Again, you will receive an acknowledgement of receipt within ten working days, with the aim of issuing a full and final written response within four weeks.

If you are still not satisfied with the outcome, you have the right to refer the matter to the Office of the Parliamentary and Health Services Ombudsman. All complaints to the Ombudsman must be submitted via your local MP.

Further advice from the Ombudsman's office can be obtained from them directly at the following address:

Office of the Parliamentary and Health Services Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Helpline: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Website: <http://www.ombudsman.org.uk/make-a-complaint>