

# Complaints Handling Guide

Bahrain

November 2021

Bank ABC is dedicated to providing you with the highest standard of service. Should you have a complaint about the service you have received, please use one of the following channels to contact us.

### Complaints Channels

- Bank ABC website [Complaint Form](#)
- Complaints Officer:
  - Telephone (Direct): +973 1754 3479
  - Telephone (General): +973 1754 3243
  - PO Box: 5698, Manama, Kingdom of Bahrain
  - Email: [Client.complaints@Bank-ABC.com](mailto:Client.complaints@Bank-ABC.com)
- Your Relationship Manager

### Complaints Handling Procedure

**Step 1:** You will receive a written acknowledgement of your complaint within 3 working days. If we are unable to provide an immediate solution, you will be provided with the approximate time framework required to resolve the matter and a Complaint reference number.

**Step 2:** You will receive a final written response of the Bank's decision within 20 working days.

### Escalation of a Complaint

If you do not receive a response or are not satisfied with the Bank's decision, you have the right to refer the case to the Central Bank of Bahrain (CBB) within 30 calendar days from the date of receiving the Bank's final written response.

You can submit a Complaint Form through the CBB's website: [www.cbb.gov.bh](http://www.cbb.gov.bh) or through the below contact details:

Consumer Protection Unit  
Central Bank of Bahrain  
King Faisal Highway, Diplomatic Area  
Building 96, Road 1702  
Block 317, Diplomatic Area  
Manama, Kingdom of Bahrain  
Telephone: +973 17547789  
Fax: +973 1753 0399  
E-mail: [complaint@cbb.gov.bh](mailto:complaint@cbb.gov.bh)



T +973 1754 3000

[www.bank-abc.com](http://www.bank-abc.com)

Head Office P.O. Box 5698, Manama, Kingdom of Bahrain  
Licensed as a conventional wholesale bank by the Central Bank of Bahrain