

# Mission Statement

The Banking and Financial Services Ombudsman Scheme resolves complaints between banks and their customers.

We are all committed to being the best alternative dispute resolution service in the finance sector as demonstrated by our independence, integrity and efficiency.

## Values

- Commitment to providing a high quality complaint resolution service
- Excellence in decision making with regard to fairness, the law and good banking practice
- Commitment to raising industry and consumer awareness
- Growth and development of our staff

