

Complaints Mechanism

Bahrain Development Bank B.S.C (c) recognizes the right of its customers to complain and indeed welcomes their complaints as a valuable form of feedback to improve its services and products.

The Bank's complaints process is accessible for all customers.

Step 1

To report complaints on any of BDB's products & services, you may use the following channels:

- Email: complaint@bdb-bh.com
- Complaint form in BDB's website: www.bdb-bh.com
- Telephone: Call center 17511111
- Branches: Complaints box
- In writing:
Complaint Officer
Bahrain Development Bank
P.O Box: 20501

Step 2

Complaint Acknowledgement

All the complaints received through forms (online/hard copy), e-mail or in writing, will be acknowledged by writing to the customer within Five Working days of receipt of the complaint.

Step 3

Our response

The response to the subject of your complaint will be sent to you by email/in writing, explaining the complaint status and the Bank's decision within Four Weeks (for the normal cases) of receiving the complaint.

The Bank aims to resolve complaints quickly at the point where the complaint is received. And we will keep you informed about the latest updates on the progress.

Step 4

Not satisfied with the Bank's response

If your complaint is not resolved within four weeks or you are not satisfied with the Bank's final response, 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 response. You can submit the case on the CBB's website www.cbb.gov.bh