



Cardiff & Vale Credit Union
Central Library Hub
The Hayes
Cardiff
CF10 1FL

Complaint Form

Please use this form for any comments or complaints about our service.

Your Name
Your Address
Post Code
Telephone Number
Membership No.

The Credit Union would prefer to resolve complaints informally where possible. If you would like to give us a ring first, we may be able to resolve your concern without the need for a formal complaint.

Details Of Your Complaint

1. Please provide details of your complaint and a brief summary of events.
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Please continue on separate sheets if necessary, attaching copies of any supporting documents.

2. How have you (or any person you represent) suffered as a result of these matters?
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3. How can the Credit Union put things right?

Signed:	Date:
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Making a Complaint

Have we let you down?

We aim to offer our members high quality and value for money services. We can only do this with your help. If we have let you down, please tell us.

Our commitment to you

We aim to deal with your complaint as thoroughly and as quickly as possible. If your complaint cannot be resolved immediately, we will tell you when you can expect a response and keep you advised of progress. We aim to acknowledge your complaint within seven days and resolve your complaint within a maximum period of eight weeks.

Your first steps

The best way to make a complaint depends on how the situation arose. If an officer of the Credit Union has written to you or is already dealing with you, you should make contact with that person, either by telephone, in writing or by calling into the Credit Union's office. Alternatively, please address your complaint to the Complaints Officer.

Tips on making a written complaint:

- Include your full name, address and your membership number at the top of the letter
- Insert the date at the top of the letter – this will help you to keep a record of when you made your complaint and the length of time before you receive a response.
- Write a brief summary of your complaint at the beginning of the letter
- List the facts clearly and in a sensible order; by date or time order can be useful.
- Do not go into too much detail and avoid repetition
- Send photocopies of any relevant documents – but make sure you keep originals
- Keep a photocopy of every letter you write

If you are still unhappy

In the majority of cases, complaints can be resolved quickly and to everyone's satisfaction. If not, please ask for your complaint to be referred to The Complaints Officer. The Complaints Officer has special responsibility for complaints within the Credit Union. They will undertake an independent review on your behalf and provide you with a written response. If your complaint has been taken through the complaints procedure and you are dissatisfied with the credit union's final response letter, you can take your complaint to the Financial Ombudsman Service.

What is the Financial Ombudsman Service?

The Financial Ombudsman Service – sometimes referred to as the FOS, has been set up to provide consumers with a free and independent service to resolve disputes with financial providers.

If you have a complaint that you cannot resolve with your bank, building society, Credit Union, insurance company, mortgage or pension provider, then you may be able to take it to the Financial Ombudsman Service. Before you take your complaint to the Ombudsman, you must first have tried to resolve your complaint through the internal complaints procedure of the organisation you are complaining about.

Further information is available from:

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Phone: 0845 080 1800

Website: www.financial-ombudsman.org.uk