

Member Complaints form

Freepost RSRT-HAXK-RUY

Gateway Credit Union Ltd. • 21 Commercial Street • Pontypool • Torfaen • NP4 6JQ

Tel 01495 742500 • info@gatewaycu.co.uk • www.gatewaycu.co.uk

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Please read notes overleaf before you begin

Membership No: _____

Title: _____

Surname: _____

Forename(s): _____

Address: _____

Postcode: _____

Telephone No _____

Email: _____

Collection Point: _____

Nature of the complaint:

Action taken:

Is the member satisfied with the outcome?

Yes

No

Member Signature: _____

Date

/

/

Recommended next step:

Office use only

If not already resolved, recommended course of action:

Complaints Officer: _____

Date

/

/

Dealing with Complaints, Feedback and Suggestions

Information for Collection Point volunteers.

If a member comes in and is not happy with any aspect of the service this should be logged as a complaint, even if we are able to resolve the problem there and then. Complaints are an opportunity to put right any mistakes and look at how we can improve things. If a member expresses their unhappiness with any aspect of the Credit Union's service then we need to know about it.

Feedback and suggestions are also helpful. For instance if members are unhappy with any policy or would like a new service.

Please try to resolve the complaint immediately, if you can. You may need to contact Head Office to do so. If you are not able to resolve the problem immediately please make sure that the member knows it is being taken seriously, complete this form and send it directly to the Complaints Officer.

(Complaints about not being granted a loan should be passed to the Loans Committee Chair)

Complaints can be made by members, non members or organizations.

Please make a note of the following.

- Date
- Collection Point
- Member's name and membership number.
- The nature of the complaint.
- What action the person would like taken,
- Any action you have taken/ offered to take/asked a member of staff to take.

You can use this form, by telephone to Head Office (please ask the person you speak to to record it in the complaints log) or by email if you prefer. John Richards is the Complaints Officer and this completed form should be sent to him.

It is important that any complaints (particularly unresolved complaints) are recorded, as if the member chose to refer the matter to the Financial Services Ombudsman, we would need a record of the complaint and how it had been handled.