

## Complaints Policy

We welcome feedback on all aspects of our service.

Complaints are an opportunity to put right any mistakes, and to look at how we can improve our service to members.

In the first instance, members are asked to explain the issue to a member of the staff team. The member of staff will make every effort to resolve the issue, investigate whether a mistake has been made, and rectify the problem or explain the policy. The member of staff will complete a complaints reporting form, detailing the issues and action taken. Where possible, we aim to resolve complaints on the same business day.

If the member is dissatisfied with the outcome, or the issue cannot be immediately resolved, the issue will be referred to the General Manager, who will log the issue as a complaint, and respond to the member concerned within three business days. The member has the option of making the complaint in writing, but is not obliged to do so. Where a complaint cannot be resolved within five working days the General Manager will write to the member setting out the action to be taken.

The Board has nominated a Board member to deal with complaints. All complaints are reported to the nominated Board member who will consider the action taken. If an error has been made, they will discuss with the General Manager any policy or procedural change required to prevent a recurrence, and any training needs highlighted by the complaint.

Where the complaint is in regard to the conduct of a member of staff or volunteer, the Managing Director will also consider whether any disciplinary action is appropriate.

If the member is unhappy with the action taken by the General Manager, or the complaint cannot be resolved within two weeks, the Board member with responsibility for complaints will respond to the member in writing, and report the complaint to the next Board meeting. The Board will decide on any action to be taken. Members may, if they wish, write to the Chairman, c/o 21 Commercial St Pontypool NP4 6JQ setting out their complaint, and what action they would like taken to resolve it, and this correspondence will be considered by the Board. The Board member with responsibility for complaints will then issue a final response.

Where a member is still unhappy with the decision made by the Board, they may, if they wish, refer a complaint to the Financial Ombudsman Service. Further details regarding the Financial Ombudsman Service can be obtained from their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk). Alternatively the Ombudsman may be contacted at:

The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

Tel: 0800 0234 567