

2.7 Member complaints

- 2.7.1** A complaint is any expression of dissatisfaction, whether written or oral, about a service that the credit union has provided or failed to provide that has resulted in a financial loss, material distress or material inconvenience or the potential for such loss or inconvenience to occur
- 2.7.2** First Choice CU welcomes the opportunity to put things right for members who are dissatisfied with its service. Member's feedback will be used to help improve services for all members
- 2.7.3** Appropriate actions will be taken to identify and remedy any recurring or systemic problems as well as any specific problem identified by a complaint
- 2.7.4** A complaint may be made in writing or orally to an officer or volunteer of the credit union. A complaint can be made in person, by letter, telephone or by email.
- 2.7.5** A thorough investigation will be undertaken as soon as a complaint has been received
- 2.7.6** The Directors will appoint a Complaints Officer with responsibility for dealing with complaints from eligible complainants.
- 2.7.7** The Complaints officers are listed in Appendix A
The first named person will take the lead on responding and investigating complaints. The second named person will assume responsibility if the first named person is the subject of the complaint or unavailable
- 2.7.8** The Complaints Officer will be responsible for investigating the complaint
- 2.7.9** FCCU maintains an internal complaints handling procedure
- 2.7.10** FCCU records the number of complaints received and handled a monthly report is given at the directors meetings and an annual report is made to the FCA. The end of the reporting period for complaint handling is 31 March. The report shall be submitted to the FCA within one month of the end of the reporting period.
- 2.7.11** FCCU will aim to meet the following time limits when responding to a member's complaint:

Within a day

FCCU aims to resolve complaints to the complainant's satisfaction by the close of business on the next business day after the day on which the complaint was received. Complaints satisfactorily resolved and completed within this time period will be recorded as satisfactorily completed but will not be included within the annual report to the FCA. The records of such complaints are not required to be kept for three years.

Within 7 days

If the complaint cannot be resolved quickly, an acknowledgement will be sent to the complainant within 5 business days of receipt of the complaint.

The acknowledgement will include the following information:

- The name or job title of the person handling the complaint.
- FCCU's internal complaint handling procedure

Within 8 weeks

If still unresolved within 8 weeks of receiving a complaint, the credit union will send the complainant a final response, or a response which explains the delay and advises the complainant when a final response can be expected. The complainant will be asked whether they are willing to extend the time for the investigation to be completed. The complainant will be advised that if they are dissatisfied with the delay they can refer the complaint to the Financial Ombudsman Service. A copy of the FOS explanatory leaflet will be included in the response.

Final response

It is FCCU's intention to provide a complainant with a satisfactory final response within 8 weeks of receipt of the complaint.

The final response will include:

- A summary of the complaint
- A summary of the investigation into the complaint
- FCCU's views on the issues raised in the complaint
- Whether the credit union acknowledges it has been at fault in any way
- Details of any redress or offer made to settle the complaint.
- The complainant's right to refer the complaint to the Financial Ombudsman Service if remaining unsatisfied with the final response from the credit union
- A copy of the Financial Ombudsman Services explanatory leaflet

2.7.12 If a complainant remains dissatisfied at the completion of the credit union's internal complaint handling procedure and receipt of a final response from the credit union, the complainant may be referred to the Financial Ombudsman Service within 6 months of receiving the credit union's final response letter.

2.7.13 FCCU will co-operate with any investigation undertaken by the Financial Ombudsman Service.

2.7.14 FCCU will keep all records of complaints not resolved by the following business day for a period of 3 years. Records shall include the name of the complainant, substance of complaint and any correspondence between the complainant and the credit union.

2.7.15 The Financial Ombudsman Service may be contacted as follows:

Financial Ombudsman Service

Exchange Tower

LONDON

E14 9SR

Phone: 0800 023 4567

Text: 07860 027586



0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Redress to complainants

2.7.16 FCCU will seek to improve its services to all members as a result of complaints received.

2.7.17 If appropriate to the circumstances of the case, the Complaints Officer investigating the complaint will recommend to the Board an appropriate level of financial compensation as final settlement of the complaint. At all times, any financial redress offered will not be greater than any actual financial loss incurred and will be dependent upon the circumstances of the individual complaint