

Making a Complaint

A complaint may be made in writing or orally to a staff member, officer or volunteer of the credit union. A complaint can be made in person, by letter, by telephone or email.

Any staff member, officer or volunteer of the credit union can receive a complaint at any place where the credit union conducts business.

Name of complainant

Address of complainant

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Membership number of complainant (if a member)

Date and time complaint received

Date and time complaint occurred

Type of complaint

(e.g. financial loss, inconvenience, distress, behavioural etc.)

Details of complaint

Name of person receiving the complaint

Date complaint passed to the Complaints Officer

The information recorded will be reported back to the complainant. It is not necessary for the complainant to confirm the information recorded.

The information will also be stored in the complaint register.

Please complete and return this form to an AdvanceCU Collection Point or to AdvanceCU Head Office at
200 Sutton New Road
Erdington, Birmingham
B23 6QU

Alternatively, phone 0121 350 8883

or email complaints@advancecu.org.uk