

Hull and East Yorkshire Credit Union Limited

Internal Complaints Procedure

As a member of the worldwide family of credit unions, we aim to provide our members with high quality financial services.

We welcome an opportunity to put things right if members are dissatisfied with our service and will use members' feedback – both positive and negative – to help improve services for everyone.

We aim to deal with all complaints fairly and as thoroughly and quickly as possible.

The Board of Directors will appoint a Complaints Officer to oversee the procedure. Our Complaints Officer is Mrs Cheryl Nicholson.

This procedure will be reviewed at least annually.

What is a complaint?

For the purposes of this procedure a complaint is defined as:

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.

Where a complaint falls outside this definition (such as discourtesy by an officer or employee), we will follow the same procedure, but without any reference to the Financial Services Ombudsman.

Where the credit union markets (or has marketed) the services of another firm A, and an expression of dissatisfaction relates to A's financial services, the matter will be referred to firm A.

Who can make a complaint?

- A Credit Union Member or Young Saver;
- A potential or former Credit Union Member or Young Saver;
- A Member or Young Saver's nominated beneficiary or personal representative;
- A business with a turnover of less than £1 million a year.

How may a complaint be made?

A complaint may be made to any member of staff or volunteer. It may be made in writing or orally: by letter, by telephone, by e-mail or by calling into the Credit Union's place of business.

What will happen next?

There will be a two-stage process:

Stage I

All complaints will initially be dealt with by the person receiving them. That person will record details in the complaints register and contact the complainant, in an effort to resolve the complaint **by the close of the next business day** after the complaint was received. Complaints resolved within this time do not have to be reported to the Financial Conduct Authority nor kept on file for three years.

If the complaint cannot be resolved quickly, the person dealing with it will send the complainant an acknowledgement **within seven days**, giving:

- The name or job title of the person handling the complaint;
- An indication of when they may expect a response;
- A copy of this procedure.

Stage 2

A complaint not resolved within seven working days will be passed to our Complaints Officer, who will investigate and respond in writing as soon as possible.

We aim to resolve all complaints **within eight weeks** of receiving them. Our final response will include:

- A summary of the complaint;
- The Credit Union's views on the issues raised;
- Whether the Credit Union acknowledges it has been at fault in any way;
- Details of any redress or offer to settle the complaint;
- Information on the complainant's right to refer the complaint to the Financial Ombudsman Service (FOS) if still dissatisfied; and
- A copy of the FOS's explanatory leaflet.

If a final response cannot be given within 8 weeks, we will explain the delay, indicate when a final response can be expected and ask for the complainant's consent to extend the time for the investigation to be completed. We will inform the complainant that they can refer the matter to the FOS if dissatisfied with the delay.

Financial Ombudsman Service (FOS)

On completion of stage 2, if the complainant remains dissatisfied, they may refer the matter to the FOS within six months of receiving our final response letter. We will co-operate with any investigation by the FOS, who provide a free service to members and consumers.

Redress to complaints

If appropriate to the circumstances of the case, the officer investigating the complaint has the authority to offer a suitable level of compensation as final settlement of the complaint up to an amount no greater than £50. If a greater amount is considered appropriate, the decision will be referred to the Board. Financial redress will never exceed any financial loss incurred and will depend on the circumstances of the individual complainant.

Records and returns

We will keep records of all complaints for three years. We will make an annual report to the Financial Conduct Authority on the amount and type of complaints handled.

The Board of Directors will receive an annual summary of complaints received so that the Credit Union may use the feedback to improve its services.

Useful contacts:

The Complaints Officer Hull and East Yorkshire Credit Union 38 Brook Street HULL HU2 8LA Tel 01482 778753 E mail info@hullandeycu.co.uk	The Financial Services Ombudsman South Quay Plaza 183 Marsh Wall LONDON E14 9SR Tel 0845 080 1800 E mail enquiries@financial-ombudsman.org.uk
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