

Details of the person making the compliment/comment/complaint:

Date: Membership Number:
Name: Mr/Mrs/Ms/Miss:
Address:
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Post Code: Telephone/Mobile:
Date of Birth: Ethnicity:

Comments: (Please use additional sheet if required)

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Signature:

Please give this form to a member of staff or send it to: Credit Union House, 10 Manchester Road, Haslingden, Rossendale, Lancashire, BB4 5ST Tel: 01706215082 Email: firstchoicecu@btconnect.com

Key points to consider when making a complaint against the Credit Union.

- Sign and date the form when you have completed the details (this is essential so that the Credit Union can ensure that it makes its response within the timetable identified in its Internal Complaints Procedure).
- Please summarise your complaint in the box provided, add and affix a continuation sheet if necessary. List the facts clearly and in a chronological order. Avoid any repetition.
- If you have other evidence/relevant documents, please attach copies to this form. Retain the originals for your own files.

NOTE: the Credit Union office will, on request, provide copies of any material you wish to have copied as part of the complaint.