



Solent Credit Union

Do you have a complaint to make?

HAVE WE LET YOU DOWN? We aim to offer our members high quality and value for money services. We can only do this with your help. **If you think we have let you down, please tell us!**

We have a complaints handling procedure (details available on request) and we will aim to deal with your complaint as thoroughly and as quickly as possible. If your complaint cannot be resolved immediately, we will tell you when you can expect a response and keep you advised of progress.

Solent Credit Union asserts its right to make appropriate business decisions about any area of our operations including admission of applicants to membership and individual eligibility for loans as referenced in our membership and loan policies.

YOUR FIRST STEPS. The best way to make a complaint depends upon how the situation arose. If an officer has written to you or is already dealing with you, you should make contact with that person. Alternatively, address your complaint to the Complaints Officer, Paul Howlett who will undertake an independent review on your behalf and provide you with a written response. (Contact details are below)

Advice on making a written complaint

- If possible, submit the complaint using the Credit Union's Complaint Form (available on request)
- Clearly write your full name, address and your account or membership number
- Include the date you submitted the complaint – this will help you keep a record of when you made your complaint and the length of time before you receive a response
- Write a detailed description of your complaint
- List the facts clearly and in sequential order, by date or time as this could be very useful
- Send photocopies of any relevant documents – but make sure you keep originals
- Keep a photocopy of every letter you write or request a copy of your Complaint Form

Please send your complaint to:

Paul Howlett, Complaints Officer
Solent Credit Union
First Floor, Dolphin House, 134-135 High Street, Southampton SO14 2RB
Telephone: 023 8178 8375
email: complaints@solentcreditunion.co.uk

Our policy is to acknowledge your complaint within seven days and resolve your complaint within a maximum period of eight weeks. It is anticipated that complaints will be resolved quickly and to everyone's satisfaction.

If your complaint has been taken through our internal complaints procedure and you are still dissatisfied with our final response letter, you can take your complaint to the Financial Ombudsman Service, which has been set up to provide consumers with a free and independent service to resolve disputes with financial service providers.

Financial Ombudsman Service
South Quay Plaza, 183 Marsh Wall, London, E14 9SR
phone: 0845 080 1800 or 0300 123 9 123
email: complaint.info@financial-ombudsman.org.uk
website: www.financial-ombudsman.org.uk/

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