

COOLOCK ARTANE CREDIT UNION	Policy Title : Member Internal Complaint Procedure/Policy		
Policy Number: CACU.P009	Rev : 2.0	Issue Date: 04/05/11	Page 1 of 6

1. Purpose:

To specify the policy of the credit union in relation to member complaints.

2. Scope:

All qualifying members

3. Responsibility:

All Staff/Board of Directors

4. Special Instructions and Definitions:

None

5. Related Documents:

- 1997 Credit Union Act
- Standard Rules for Coolock Artane Credit Union
- Coolock Artane Credit Union policies
- Financial Services Ombudsman website www.financialombudsman.ie

Introduction

The Board of Directors of Coolock Artane Credit Union has agreed the following policy and procedure for member complaints.

What is the Member Internal Complaints Policy & Procedure?

This is a method that the Board of Directors have drawn up in order to deal with member complaints. It's the credit union's aim that a complaint against the credit union will be resolved in a fair and equitable manner. In order for this to be achieved please read through this policy, follow the necessary procedure outlined below and complete the relevant complaint form in Appendix A.

The Board of the Credit Union may try to resolve certain complaints outside of the Member Internal Complaints Policy/Procedure (MICP) depending on the nature of the complaint.

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Credit Union Complaint Procedure

1. All complaints will be acknowledged by the credit union within 10 working days of the complaint being received.
2. The credit union will, while investigating the complaint give the complainant a regular update on the progress of the investigation at intervals of not greater than 20 business days.
3. The credit union will attempt to investigate and resolve a complaint within 40 business days of receiving the complaint.
4. Where the complaint is not resolved within 40 days of receiving the complaint the credit union must inform the complainant of:
 - The anticipated time frame that the credit union hopes to resolve the complaint.
 - And their right to refer the complaint to the Financial Services Ombudsman.
5. Within five business days of the completion of the investigation of a complaint the credit union must inform the complainant in writing of; the outcome of the investigation, explaining the terms of settlement and their right to refer the complaint to the Financial Services Ombudsman.

How does a member (complainant) make a complaint?

Step 1

The complainant should discuss their complaint with the Complaints Officer who is the Operations Manager (John Phillips) who will, where possible, resolve the complaint.

If the complaint is not resolved to the satisfaction of the complainant:

Step 2

The complainant should complete the “complaints form” in Appendix A and send it to the Complaints Officer with any relevant supporting documentation. The complainant will have the right to be heard and the complaints officer will investigate and wherever possible, resolve the complaint.

If the complaint is not resolved to the satisfaction of the complainant:

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Step 3

The complainant should request that the complaints officer of the credit union forward the “complaints form” to the board of directors of the credit union which will investigate, discuss and wherever possible, resolve the complaint. The board may consult with the complaints officer or any other parties involved in the complaint. The Board of Directors may, if necessary, discuss your case with expert advisors. The complainant will have the right to be heard by the board as required.

If the complaint is not resolved to the satisfaction of the complainant:

Step 4

If the matter remains unresolved between the complainant and the credit union, the complainant can refer their complaint to the Financial Services Ombudsman (FSO). The FSO can be contacted at 3rd Floor Lincoln House, Lincoln Place, Dublin 2 or visit their website at www.financialombudsman.ie

The complainant will receive a Final Response Letter from the credit union whether the complaint has been resolved or not. For more information on this please read our FAQ section below.

If your complaint/dispute refers to a matter that is covered under Credit Union Rules/Policy or the Credit Union Act, the Board of Directors will most likely confirm their decision to you and refer you to (or quote you) the Rules/Policy or the relevant part of the Credit Union Act.

FREQUENTLY ASKED QUESTIONS (FAQ) SECTION

Q. What if my complaint is unresolved?

A. A member does have a right to bring their complaint directly to the Financial Services Ombudsman.

The Financial Services Ombudsman (FSO) can only consider complaints that have already been through the MICP. Members may refer their complaint to the FSO if, having gone through the MICP, they are not satisfied with the outcome.

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Q. What is the Final Response Letter and when is this issued?

A. A member will receive a Final Response Letter from the credit union whether the matter has been resolved or not.

The letter will include the following; a detailed account of the dispute, address all issues outlined in the complainant’s complaint form, quote the applicable terms of business/ policy conditions etc., give details of any redress offered to the complainant by the credit union. Finally the letter will state that it is the final response of the credit union for the purpose of referring the matter to the FSO’s bureau. The complainant has 15 working days from the date of said Final Response Letter to refer the matter to the FSO’s bureau for investigation.

Enforcement

Any officer found to have violated this policy may be subject to disciplinary action.

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APPENDIX A

COOLOCK ARTANE CREDIT UNION

COMPLAINTS FORM

(Please read the above complaint policy and procedure before completing this form.)

To: The Credit Union Complaints Officer

COMPLAINANT NAME: _____

ADDRESS: _____

ACCOUNT NO: _____

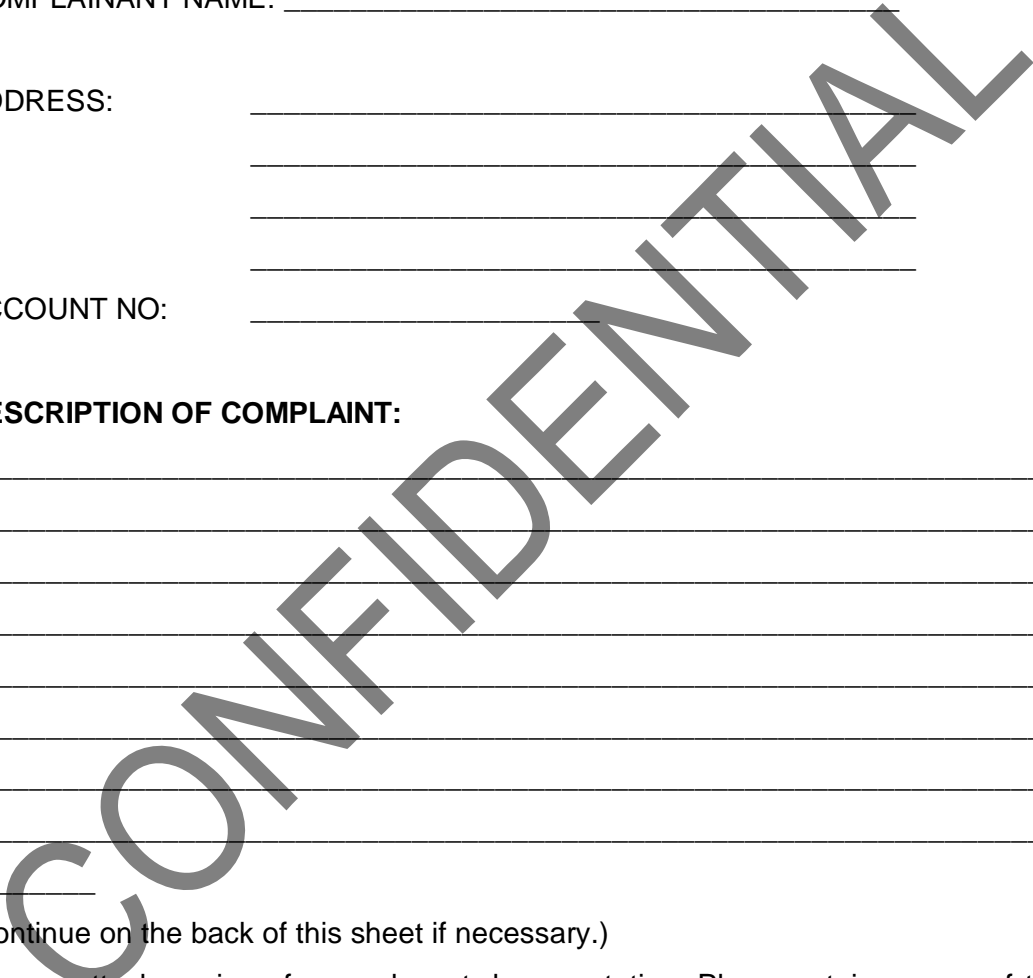
DESCRIPTION OF COMPLAINT:

(Continue on the back of this sheet if necessary.)

(Please attach copies of any relevant documentation. Please retain a copy of this form and any relevant documentation for your own records.)

SIGNATURE OF COMPLAINANT

DATE



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