

Details of Complaint:

NOTES

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

- Please give your full name, address and contact telephone number(s).
- Include your ACU membership number.
- 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. List the facts clearly and in chronological order. Avoid repetition.
- If you have any other evidence/relevant documents, please attach copies to this form. Retain the originals for your own files. (The office will provide copies of any material you wish to have copied).