

COMPLAINTS HANDLING POLICY

This Policy sets out the procedures that will be followed in the event of a complaint from a member about the credit union, its staff or volunteers.

We aim to provide members with a friendly, high quality and value for money service. We welcome an opportunity to put things right for members who are dissatisfied so our internal complaint handling procedure is designed to deal with complaints in a timely and transparent manner.

The credit union is regulated by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority (PRA), and covered under the Financial Ombudsman Service (FOS).

Initiating a complaint

A complaint may be made in writing or orally to a staff member or volunteer of the credit union. A complaint can be made in person, by letter, telephone or by email. The person receiving a complaint will record it on a complaint form and keep it on the complaints file.

The following information will be included:

- Date and time the complaint occurred
- Substance of the complaint
- Type of complaint (e.g. financial loss, inconvenience, distress, behavioural, etc)
- The name and job title of the person handling the complaint;
- Action taken when receiving the complaint – e.g. an apology offered, provided with a copy of credit union's internal complaints handling procedure, and any other information provided
- How the complaint will be progressed if not resolved at the time.

Handling the Complaint

If the person receiving the complaint can resolve it immediately, then they should do so. Where a complaint cannot be immediately resolved, it will be passed to the appropriate Manager with responsibility for that area who will be responsible for the complaint being properly investigated, then resolved. The person making the complaint must be given or sent a copy of the credit union's complaint handling policy.

The appropriate manager may investigate the complaint or may refer the complaint to an another person who will investigate it.

No person should investigate a complaint about their own behaviour or actions. If the CEO, other manager, the Complaints Officer or another Officer of the credit union is the subject of the complaint, the Chair of the Supervisory Committee, or another member in the Chair's absence, will investigate the complaint and report back to the Supervisory Committee.

The relevant manager should liaise with the Complaints Officer regarding the handling of any serious complaints.

Resolving the complaint

The person nominated to deal with a complaint should conduct a thorough investigation. If a complaint is found to be justified, or partially justified, the member concerned should receive an apology and the matter rectified at the earliest opportunity. If the person dealing with the complaint feels that the member is due compensation, an amount of up to £50 can be credited to the member's account with the authorisation of the CEO or Complaints Officer. Compensation is designed to redress any financial loss by a member. If the complaint is found not to be justified or only partially justified, then the reasons for this should be explained in an empathetic manner.

The Credit Union will aim to provide a written response to the complaint within 10 working days following the day upon which the complaint is received. Where the matter cannot be resolved within this period, an acknowledgement will be sent within this time to the complainant explaining how the complaint will be addressed and when a final response can be expected. The credit union will provide a final response within 4 weeks of receipt of the original complaint. If for any reason a final response cannot be made within 4 weeks, the member will be informed of the reason for the delay, when a response can be expected, and of the right to refer the complaint to FOS (see below).

The final response will include:

- A summary of the complaint and the investigation into the complaint
- The credit union's response to the issues raised in the complaint
- Whether the credit union acknowledges it has been at fault in any way
- Details of any redress or offer made to settle the complaint
- An explanation of the right to request a review by the Complaints Officer
- a statement of the person's right to make a complaint to the FOS with a copy of the FOS' explanatory leaflet, "*Your Complaint and the Ombudsman*" provided. Please note that time limits apply.
- a statement that the complainant has six months within which to make any complaint to the FOS.

Review by the Complaints Officer

If the person who has made the complaint is not satisfied with the final response the Complaints Officer must be informed who will review the relevant correspondence and if necessary re-investigate the complaint.

If the CEO, appropriate manager, the Complaints Officer or another officer of the credit union is the subject of the complaint, the Supervisory Committee shall select one of its members to review the relevant correspondence and if necessary re-investigate the complaint and report back to the Supervisory Committee.

The same procedure, powers and requirements shall apply as set out under **Resolving the Complaint** above.

Internal Procedures

After a complaint has been investigated, the Complaints File must be up-dated with all correspondence, the findings of the investigation and how the matter was resolved.

The Complaints Officer will compile a report to the Board of Directors not less than quarterly (even when no complaints have been received in the period). The credit union will use information and feedback from complaints to help improve the services for all its members.

The Complaints Officer will ensure that an annual report is made to the regulator on the number of complaints received.

Records of complaints will be kept for 3 years.

Financial Ombudsman Service (FOS)

The FOS will only consider a complaint after the credit union has first had the opportunity to look into the complaint to try to resolve matters to the member's satisfaction, or where no response has been provided within 3 weeks. Complaints may be referred to the FOS within six months of receiving the credit union's final response letter. The credit union will co-operate with any investigation undertaken by the FOS.

Internal Training

All staff and volunteers will be made aware of the complaints handling policy as part of the compulsory induction programme. The policy will be raised for discussion at staff meetings at least annually to ensure compliance.

London Capital Credit Union Limited

Complaint Record Form

Complaint No Date complaint opened

Name of Member Membership No

Recipient of Complaint.....
(staff member/Officer)

Investigator
(staff member/Officer/ Complaint Officer)

The Complaint:
(Please continue on another sheet where necessary)

Date Occurred:.....

Actions Taken:

Date	Name	Action Taken

Received.....
(Complaints Officer)