

COMPLAINT SUBMISSION FORM

If you wish to make a formal complaint about the policy, procedures, or in relation the service you have received from LCCU you can do so via this form.

We will provide a formal reply as soon as we can and within a maximum of 8 weeks.

Completing this form

Please complete this form as fully as possible. It will help us speed up the handling of the complaint if you could provide as much detail as required to fully investigate the issue. If appropriate please detail specific dates, times, staff and the branch that your complaint relates to.

If you need assistance filling out this form speak to a member of our staff, call us at 020 7729 9218 or email info@londoncu.co.uk

*This form should **not** be used to complain about denial of loans or refusal of membership, complaints of this nature must be addressed to the Board of Directors at the following address: **Complaints Manager - London Community Credit Union, 473 Bethnal Green Road, London E2 9QH** and marked confidential.*

Membership no:		Ref:	<i>official use only</i>
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MEMBER DETAILS

Name:			
Address:			
		Postcode:	
Email:		Phone:	

If you are registering this complaint on behalf of somebody else please state your name, your relationship to the member and provide your contact details.

(the member will need to confirm their consent before we can proceed)

DETAILS OF THE COMPLAINT

Please provide as much detail as necessary to help us investigate your complaint. If possible please provide specific details including the date, time, location of the occurrence.

(please continue on an additional sheet if necessary)

SUPPORTING DOCUMENTS

Please attach copies of any documents that relate to your complaint to this form and list details below. If you are unable to provide supporting documents please tell us what they are and how these can be obtained.

DECLARATION

I certify that the information provided in this form is true and correct to the best of my knowledge and belief.

Signed:		Date:	
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Please submit this form to an employee of LCCU, by email to info@londoncu.co.uk or by post to:

**Complaints Department
London Community Credit Union
473 Bethnal Green Road
London
E2 9QH.**

We will formally respond to your complaint in writing by the end of the next working day.

If you have delivered this form by hand in branch you may request a photocopy for your records.

FOR OFFICIAL USE ONLY			
Date Rcvd:		Time:	
Recipient:		Branch:	

RECEIVED BY:							
Phone		Email		Post		Branch	

COMPLAINT FORM COMPLETED BY:							
Member		Advocate		Staff			

LIST OF SUPPORTING DOCUMENTS RECEIVED (please state number of pages etc)

FOR OFFICIAL USE ONLY			
Date Escalated:		By:	
Date Resolved:		By:	

OUTCOME					
Rejected:		Partially Upheld:		Upheld:	