



Stockport Credit Union

Feedback & Complaints Policy

Document Reference:	GOV 0011001 Feedback & Complaints
Version:	1.0
Owner / Updated by:	Tony Cain
Internal or External Use	External
Completion date:	16 September 2014
Approved by:	Board
Date Approved:	16 September 2014
Next Review Date:	September 2015



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1. Glossary

FOS	Financial Ombudsman Service
FCA	Financial Conduct Authority
SCU	Stockport Credit Union
DISP	Dispute Resolution Procedures (FCA)

2. Definitions

Feedback	Positive or negative comments relating to any observation, suggestion or interaction with SCU people wish to make.
Complaint	SCU recognise a complaint as being received orally or in writing to any member of staff or volunteer as being: <ul style="list-style-type: none">a) An expression of dissatisfaction made about a service that SCU has providedb) An expression of dissatisfaction made about a service that SCU has failed to provide that has resulted in a financial loss, material distress or material inconveniencec) An expression of dissatisfaction made about a service that SCU has failed to provide that has the potential for loss or inconvenience to occur.d) An expression of dissatisfaction made about any issues relating to how we handle datae) An expression of dissatisfaction made about our information



or literature

- f) An expression of dissatisfaction made about how we apply our rules
- g) An expression of dissatisfaction made about the complaints handling process itself, where a response or resolution is explicitly or implicitly expected”

3. Purpose

Stockport Credit Union (SCU) welcomes and wishes to encourage feedback from members and potential members alike. We will give all feedback the recognition it deserves in taking action where required to improve our systems and procedures, and we will take all complaints seriously and investigate in accordance with good practice and regulatory requirements. This includes keeping your issues confidential to those people who are immediately concerned or involved where necessary.

We have appointed a Complaints Officer who will ensure that we abide by our responsibilities with the FOS and the FCA. We also have our own Supervisory Committee who are there to support our members concerns.

SCU is subject to FCA rules on Dispute Resolution (DISP) and is covered by the Financial Ombudsman Service (FOS). If a complainant remains dissatisfied with our response following completion of our Feedback and Complaints Handling Procedures the complainant may take their complaint to the FOS.

4. Scope

This policy relates to all the employees, volunteers, members and potential members of SCU.

Feedback or Complaints will be considered received on the date noted through one of the following ways:

- Telephone



- to the Head Office, where a member of staff may complete the Feedback and Complaints Form over the telephone (N.B. a physical or electronic signature will be required for all complaints.)
- Letter or email
 - additionally, the Feedback and Complaints Form will need to be completed in order to provide all the details required for an investigation
- In person
 - a member of staff may complete the Feedback and Complaints Form with the person providing the feedback or complaining

In all cases the completion of the Feedback and Complaints Form will be recognised as being received at the time it is received at the Head Office.

SCU reserve the right to treat Feedback as a complaint if we feel that the matter highlighted qualifies as such in accordance with our categorisation.

5. Policy Practices

SCU Feedback and Complaints Procedures can be found on our website.

If any member or potential member wishes to receive a copy of the policies and procedures by post, please ask any member of our team and they will arrange it for you, or you could call at Head Office and ask for a printed copy.

We will always supply a copy of the leaflet “Your complaint and the ombudsman” or advise our members that they are available through FOS direct.

We will always display a notice at the registered office to show The Credit Union is covered by the Financial Ombudsman Service.

Our training policy will incorporate the feedback and complaint handling procedures for all of our staff and volunteers.



6. Risks and Mitigation

SCU have considered risk for our feedback and complaints procedures through our internal Risk Factors Table and the forms part of our policy and procedures. All Feedback and complaints are assessed against this table in determining any actions required.

7. Financial Ombudsman Service

Website: www.financial-ombudsman.org.uk

Telephone: 0300 123 9 123

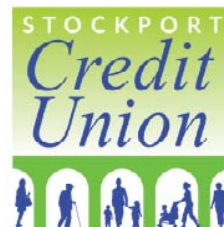
The Credit Union will ensure that members are aware of the Financial Ombudsman Service by including this information on our website and directing members to this area in their welcome letter.

The Credit Union maintains an internal complaints handling procedure and reports after the end of March each year the number of complaints received and handled to the FCA.

8. Timescales

SCU will aim to meet the following time limits when responding to a member's complaint:

- We will attempt to resolve most complaints quickly by close of business on the day following receipt. Complaints resolved within this time period will not be recorded or reported.
- All feedback and complaints will receive an acknowledgement within five working days of receipt at the Head Office.
- If the complaint is not resolved within seven business days of receipt, a written acknowledgement will be sent to the complainant, (by email where possible). The acknowledgement will contain the name or job title of the person handling the complaint, as well as a copy of our internal complaint handling procedures together with the FOS leaflet "Your complaint and the Ombudsman".



- Before the end of eight weeks of receipt of a complaint, a final response will have been sent to the complainant. The final response will inform the complainant that he can refer his complaint to the Financial Ombudsman Service within a six month period if he remains dissatisfied.
- If it is not possible to make a final response within eight weeks, a letter will be sent which sets out the reasons for the delay, indicates when the response may be resolved, and informs the complainant that the complaint may be referred to the Financial Ombudsman Service.

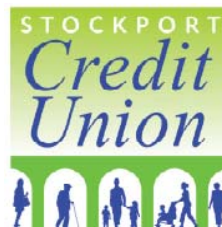
Records of complaints received will be kept for a minimum of seven years from the date of receipt of the complaint. Records will include name of complainant, substance of complaint and any correspondence between The Credit Union and complainant.

A complainant who remains dissatisfied with the formal decision of the FOS may jointly agree with SCU to refer the complaint to the County Court.

The Complaints Officer investigating the complaint will have the authority to ensure that any lost interest as a result of an error is rectified for members.

Related documents

Policy(ies)		
Procedures	Feedback & Complaints Handling Procedure	GOV 0012001
Forms	Feedback and Complaints Form & Continuation sheet Feedback and Complaints Log Feedback and Complaints Facing Sheet Annual Return	GOV 0013001 GOV 0013002 GOV 0013006 GOV 0013003 CU Return
Letters	Feedback / Complaints Acknowledgement Letter	GOV 0013003



	Complaints Acknowledgement Letter	GOV 0013005
Flow Diagrams	Feedback and Complaints Process	GOV 0014001
Risk Assessment	Risk Factors Table	GOV 0015001
Leaflet	"Your complaint and the Ombudsman"	

The FOS can be contacted at:

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Phone: 0845 080 1800

Email: enquiries@financial-ombudsman.org.uk

Supervisory Committee can be contacted by writing to them at the Head Office or email SCUsupervisory@stockportCU.com