

Member Complaints

Dear Member,

At St Columba's Credit Union, we want to be viewed by all members as efficient & fair in everything we do or say.

However, as with any service provider, things may go wrong from time to time.

If we do not deliver the standard of service you expect, or if we make a mistake, we want you to tell us. We will investigate and try to put things right as quickly as possible.

Do contact us and let us know your concern. Where possible, we will give you an answer there and then. If not, we will take full details from you and investigate it according to our Member Complaints Policy. We will then write to you within 5 business days telling you when we expect to complete our investigation and identifying the credit union officer who will be your point of contact in respect of the complaint. We will give you every opportunity to present all aspects of your complaint.

We will try our best to resolve any complaint internally, however if you are not happy with the outcome of our investigation, you will have a right to complain to the Financial Services Ombudsman.

Thankfully, this Credit Union rarely gets complaints, but we are keen not to become complacent. If something has gone wrong we want to hear from you rather than lose you as a customer or member. However we cannot address the matter unless we know about it.

Eileen Dunleavy

Manager