Complaint Form

Merthyr Tydfil Borough Credit Union Limited,
139 High Street, Merthyr Tydfil. CF47 8DN
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Registration Number: 213643

Complainant Details:

Name: ……..……..…… Membership No ……..(If applicable)

Address: ……

…….. Postcode …..……..

Telephone Number: ……..

Complaint Details:

Date complaint received: ……..…… Date complaint arose: ……..……

Nature of the complaint: ……..……

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(Please use a separate piece of paper and attach it to this form if you require more space)

Complaint Receipt Details: (To be completed by a Credit Union representative)

Name of person receiving complaint: ……..…… Complaint Reference Number: ……..……

Action Taken: ……..……..

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(e.g. Apology offered; Copy of Internal Complaints Procedure offered etc.)

Has the Complaint been referred to the Complaints Officer: **YES** / **NO** If yes – Date: ……..……

Complaints Officer Report

Date Complaint Received: ……..……..

Action Taken: ……..……...

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Complaint Outcome:

Date of Completion: ……..……..

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Signature: ……..…….. Date: ……..……

(Complaints Officer)