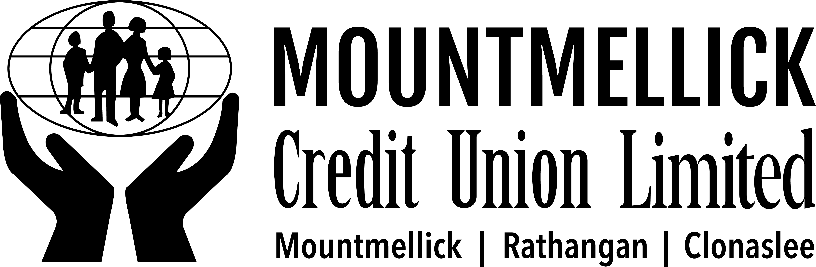
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Complaint Form

*Please read the attached Complaints Procedure before completing this form.*

**To:** The Credit Union Complaints Sub-Committee

**Name & Address of Complainant:**

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| --- |
|  |

**Membership No. of Complainant:**

|  |
| --- |
|  |

**DESCRIPTION OF COMPLAINT:**

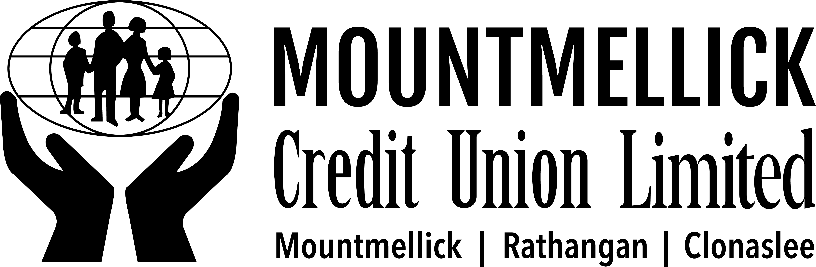
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*(Continue on the back of this sheet if necessary)*

Please attach copies of any relevant documentation and retain a copy of this form and any relevant documentation for your own records.

**Signature of Complainant \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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Complaints Procedure

Mountmellick Credit Union values your feedback, whether positive or negative. Your input helps us grow and enhance our services for both our members and the community. If you are not satisfied with the service you receive from us you can tell us about it in person, by email to [**info@mountmellickcu.com**](mailto:info@mountmellickcu.com) or by phone on 057 862 4425.

Alternatively, you can complete our [**online form**](https://mountmellickcu.com/about-us/complaint-form/) and upload any supporting documentation. If you prefer you can also download the form, complete it, attach any supporting documents and post to; Complaints Officer, Mountmellick Credit Union Ltd., Sarsfield Street, Mountmellick, Co. Laois,

It is our objective to resolve all complaints promptly and fairly. You can expect to receive an acknowledgement and update on your complaint within 5 business days.

If, after following our complaints process, you are still not satisfied with the response, you can refer the complaint to the Financial Services and Pensions Ombudsman (FSPO) via their [**online form.**](https://www.fspo.ie/complaint-form.aspx) The FSPO is an independent, statutory body that can investigate your complaint.

**Financial Services & Pensions Ombudsman**

Address: Lincoln House, Lincoln Place, Dublin 2, D02 VH29.

Phone: +353 1 567 7000

Email: [**info@fspo.ie**](mailto:info@fspo.ie)

More information on their process can be found here [**https://www.fspo.ie/make-a-complaint/how-to-make-a-complaint-to-the-fspo/**](https://www.fspo.ie/make-a-complaint/how-to-make-a-complaint-to-the-fspo/)