

# Complaints Form

**Islwyn Community Credit Union Ltd.**

CU Office. Wesley Road, Blackwood, NP12 1PP

Tel 01495 222832 - [info@islwyncu.co.uk](mailto:info@islwyncu.co.uk) - [www.islwyncu.co.uk](http://www.islwyncu.co.uk)



**Please use capital letters throughout.**

**Name:** \_\_\_\_\_ **Membership No:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_ **Postcode:** \_\_\_\_\_

**Tel. No:** \_\_\_\_\_

**Collection Point:** \_\_\_\_\_ **Date & Time:** \_\_\_\_\_

**Subject of Complaint:** \_\_\_\_\_

**Brief details of Complaint:**

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**PLEASE DO NOT WRITE BELOW THIS LINE**

**Date of receipt by Complaints Officer:** \_\_\_/\_\_\_/\_\_\_ **Ref No:** \_\_\_\_\_

**Posting date of acknowledgement:** \_\_\_/\_\_\_/\_\_\_

**Action taken by Complaints Officer:** \_\_\_\_\_

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**Respondent(s) reply:** \_\_\_\_\_

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**CO's Conclusions:** \_\_\_\_\_

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**Date conclusion posted to complainant:** \_\_\_/\_\_\_/\_\_\_

**Outcome** \_\_\_\_\_

**Name of CO:** \_\_\_\_\_ **CO's signature:** \_\_\_\_\_

**Date complaint closed:** \_\_\_/\_\_\_/\_\_\_