

Complaints Form for City of Plymouth Credit Union

We aim to offer our members a high quality of service at all times. If you feel you have been let down, or you are unhappy with the service you have received please tell us about it filling in this form, and we will do our best to put things right.

Once completed send this form to

City of Plymouth Credit Union, 14 Cumberland Street Devonport, Plymouth PL1 4DX

Nature of complaint _____

Details of complaint

Please tell us what you feel should/should not have happened

Please tell us what you would like us to do now

Your name _____

Membership number _____

Your address _____

Your telephone number _____

Is it all right to contact you here? Yes / No

Date and time complaint received _____

Date and time complaint occurred _____

Name and person receiving complaint _____

Thank you for completing this form, you will receive a response in 5 working days from receipt of the completed form.

Find the full complaint procedure at www.cpcu.co.uk