



Cardiff Credit Union
County Hall
Atlantic Wharf
Cardiff
CF10 4UW

Complaints Form

Please use this form for any comments or complaints about our service.

Your Name
Your Address
Post Code
Telephone Number
Membership No.

The Credit Union would prefer to resolve complaints informally where possible. If you would like to give us a ring first, we may be able to resolve your concern without the need for a formal complaint.

DETAILS OF YOUR COMPLAINT

1. Please provide details of your complaint and a brief summary of events.

Please continue on separate sheets if necessary, attaching copies of any supporting documents.

2. How have you (or any person you represent) suffered as a result of these matters?

3. How can the Credit Union put things right?

Signed:

Date: