



TREATING CUSTOMERS FAIRLY

At Scottish Police Credit Union Ltd., we are committed to offering our members the highest possible standards of service

In doing so we are pleased to support the Financial Services Authority initiative 'Treating Customers Fairly'.

We recognise that both we and our members have everything to gain if we look after your best interests and treat you fairly in all aspects of our dealings with you.

Our commitment to you

We will:

- provide you with clear information about the products and services we offer, including fees and charges, where applicable.
- ascertain your individual needs, preferences and circumstances before recommending a product.
- only recommend a product that we consider suitable for you and that you can afford – and always the most suitable from the available options.
- not recommend any product if we cannot find one we consider suitable.
- encourage you to ask if there is something you do not understand.
- give you access to a formal complaints procedure should you become unhappy with our service.

How you can help us

To help us give you the most appropriate advice, we will ask you to:

- tell us as much as possible about your income and outgoings, to enable us to properly assess how much you can afford when applying for a loan.
- let us know about changes that might affect your ability to repay your loan.
- let us know if there is any aspect of our service, or of a product we have discussed or recommended that you do not understand.
- tell us if you think there are ways we can improve our service.

Scottish Police Credit Union Ltd Internal Complaint Handling Procedure

Our commitment to members:

As a member of the Association of British Credit Unions, and part of the World Council of Credit Unions, this credit union aims to provide members with quality financial services.

We welcome an opportunity to put things right for members who are dissatisfied with our service. Members' feedback will be used to help improve services for all members.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority: No.213597

This procedure sets out how a complaint can be made to the credit union, and how the complaint will be investigated and responded to.

Definition of Complaints and Eligible Complainants:

A complaint is any expression of dissatisfaction, whether written or oral, about a service that the credit union has provided, or failed to provide that has resulted in a financial loss, material distress or material inconvenience, or the potential for such loss or inconvenience to occur.

Complaints can only be made by eligible complainants. An eligible complainant is:

- a credit union member or junior saver, or potential or former member or junior saver.
- a nominated beneficiary or personal representative of 1 above.
- a business with a turnover of less than £1 million.

This credit union asserts its right to make appropriate business decisions about any area of our operations; including admission of new members to membership and individual eligibility for credit as referenced in the membership and loan policies of the credit union.

Complaints will be handled fairly, consistently and promptly.

Receiving a Complaint

A complaint can be received at any place that the credit union conducts business. A complaint can be received by any officer or volunteer of the credit union.

A complaint may be made in writing or orally to an officer or volunteer of the credit union. A complaint can be made in person, by letter, by telephone or by email.

The officer or volunteer receiving the complaint shall record the following information:

- Name of complainant
- Address and contact details of complainant
- Membership number of complainant (if a member)
- Date and time complaint received
- Date and time complaint occurred
- Substance of complaint
- Type of complaint (e.g.: financial loss, inconvenience, distress, behavioural etc.)
- Name of person receiving complaint
- Action taken when receiving complaint e.g.: apology offered, provided copy of internal complaints handling procedure, other information provided
- Date complaint passed to the Complaints Officer responsible for dealing with complaints

The information recorded will be reported back to the complainant. It is not necessary for the complainant to sign to confirm the information recorded. This information will also be stored in the complaints register.

All complaints shall be addressed to the Complaints Officer and copied to the Chair of the Supervisory Committee.

Investigating Complaints

The Complaints Officer will be responsible for actioning and investigating the complaint.

If the Complaints Officer is the subject of the complaint, the Chair of the Board of Directors may delegate a suitable individual, not involved in the complaint, to action and investigate the complaint as soon as the complaint is received

In the credit union, the Complaints Officer is:

(1) Chief Executive or (2) Member Services & Business Development Manager

The first named person will take the lead on responding to and investigating complaints. The second named person will assume responsibility if the first named person is the subject of the complaint or unavailable. A thorough investigation will be undertaken upon receipt of a complaint. Appropriate actions will be taken to identify and remedy any recurring or systemic problems as well as any specific problem identified by a complaint.

Responding to Complaints

The credit union aims to resolve the complaint to the complainant's satisfaction as speedily as possible.

Within a day

This credit union aims to resolve complaints to the complainants satisfaction by the close of business on the next business day after the day the complaint was received. Complaints satisfactorily resolved and completed within this time period will be recorded as satisfactorily completed but will not be included within the annual report to the FSA. The records of such complaints are not required to be kept for three years.

Within 7 days

If the complaint cannot be resolved quickly, an acknowledgement will be sent to the complainant within 7 days of receipt of the complaint.

The acknowledgement will include the following information;

- The name or job title of the person handling the complaint
- The credit unions internal complaint handling procedure.

Within 8 days

If still unresolved within 8 weeks of receiving a complaint, the credit union will send the complainant;

- A final response, or
- A response which explains the delay and advises the complainant when a final response can be expected. The complainant will be asked whether they are willing to extend the time for the investigation to be completed. The complainant will be advised that, if dissatisfied with the delay, he/she can refer the complaint

to the Financial Ombudsman Service. A copy of the FOS explanatory leaflet will be included in the response.

Final Response

It is the Credit Union's intention to provide a complainant with a satisfactory final response within 8 weeks of receipt of the complaint.

- The final response will include:
- A summary of the complaint
- A summary of the investigation into the complaint
- The credit union's views on the issues raised in the complaint
- Whether the credit union acknowledges it has been at fault in any way
- Details of any redress or offer made to settle the complaint
- The complainant's right to refer the complaint to the Financial Ombudsman Service if remaining unsatisfied with the final response from the credit union.
- A copy of the Financial Ombudsman Services explanatory leaflet.

Redress to Complainants

The credit union will ensure that all justified complainants receive an apology. The credit union will seek to improve its services to all members as a result of complaints received.

If appropriate to the circumstances of the case, the Complaints Officer investigating the complaint will have the authority to offer an appropriate level of financial compensation as final settlement of the complaint. At all times, any financial redress offered will not be greater than any actual financial loss incurred and will be dependent upon the circumstances of the individual complaint.

Records and Reporting

The credit union will keep all records of complaints taking more than the following business day to resolve for a period of 3 years. The credit union will make an annual report to the FCA on the amount and type of complaints handled by the credit union.

Financial Ombudsman Service

If a complaint remains dissatisfied at the completion of the credit union's internal complaint-handling procedure and receipt of a final response from the credit union, the complaint may be referred to the Financial Ombudsman service within six months of receiving the credit union's final response letter.

The credit union will co-operate with any investigation undertaken by the Financial Ombudsman Service. The Financial Ombudsman Service provides a free service to members and consumers.

They can be contacted at:

Financial Ombudsman Service

South Quay Plaza

183 March Wall

London

E14 9SR

0845 080 1800

enquiries@financial-ombudsman.org.uk

www.financial-ombudsman.org.uk

Contact us:

If you would like to discuss your complaint further, please do not hesitate to contact us on 0141 771 1314 or by email at info@scottishpolicecu.co.uk