



Phoenix Credit Union Ltd.
Unit 9/10, Blanchardstown Business Centre,
Clonsilla Road, Blanchardstown, Dublin 15, D15 FP92
01 869 2500 | info@phoenixcu.ie | www.phoenixcu.ie

MEMBER COMPLAINTS GUIDE

We Welcome Your Feedback

At Phoenix Union, we are committed to providing our members with a professional, fair and friendly service.

If you are unhappy with any aspect of our products, services or the service you have received from us, we want to hear from you. Your feedback helps us improve our service and resolve issues promptly and fairly.

How to Make a Complaint

You can make a complaint by:

- Speaking to a member of staff in any branch
- Calling us on 01 8692500
- Emailing us at info@phoenixcu.ie
- Completing our Complaint Form
- Writing to us at: FAO The Complaints Officer, Phoenix Credit Union, Unit 9/10 Blanchardstown Business Centre, Clonsilla Road, D15 FP92

Complaint Forms are available:

- On our website , In all branches, By request from any member of staff

What Information Should You Provide?

To help us investigate your complaint, please provide:

- Your name and contact details and membership number
- Details of your complaint
- Relevant dates, times or staff involved
- Copies of any supporting documentation
- The outcome you would like

What Happens Next?

Step 1 – Initial Review

We will try to resolve your complaint as quickly as possible.

Where possible, we will resolve concerns at the first point of contact.

Step 2 – Formal Investigation

If your complaint cannot be resolved within 5 business days, it will be referred to our Complaints Officer for investigation.

We may:

- We may ask you for further information or to complete a Complaint Form to help us understand the matter. **Complaint Forms are available** on our website, in all branches or can be requested from any member of staff. (You do not have to complete the form for us to consider your complaint)

We will

- Acknowledge receipt of your complaint within 5 business days.
- Investigate the matter thoroughly.
- Keep you informed of progress.
- Provide a final written response when our investigation is complete.

If You Are Not Satisfied

If you remain dissatisfied with our final response, you may refer your complaint to:

Financial Services and Pensions Ombudsman (FSPO),

Lincoln House, Lincoln Place, Dublin 2, D02 VH29

Telephone: 01 567 7000

Email: info@fspo.ie

Website: Financial Services and Pensions Ombudsman

Data Protection Complaints

If your complaint relates to the handling of your personal data, it will also be reviewed under our Data Protection procedures.

If you remain dissatisfied following our response, you may contact the Data Protection Commission.

Phoenix Union is committed to handling all complaints fairly, consistently and promptly.