



## **Complaint Policy & Process**

### **Policy**

Sunshine Coast Credit Union believes that speedy and effective resolution of complaints is an essential component to the delivery of a high level of member service. The efficient handling of complaints gives us the opportunity to fix unknown issues, maintain strong relations with members and understand what is important to you. This knowledge drives continuous improvement in our processes, products and service, ensuring we remain relevant in the marketplace.

The Credit Union also believes that empowerment of staff is an important component of the complaint resolution process. Whenever possible, complaints will be resolved on the same day they are received. When this is not possible due to the nature of the concern or complexity, we will advise you on who is reviewing your complaint and when you can expect to hear from this person.

## Process

We appreciate the opportunity to address any concerns you have with Sunshine Coast Credit Union. If you have a problem or complaint, we encourage you to contact us immediately following the steps outlined below.

### Step 1:

Gather details such as:

- Date(s) of occurrence.
- Supporting statements or documents, if any.
- The names of any specific staff involved.
- Consider the action you would like to see us take to address your concern.

### Step 2:

[Contact your branch](#) in-person, by phone or by email.

If the staff member is unable to assist you due to the nature of the issue, they may refer you to a supervisor or branch manager. You may also request this referral yourself should you feel that your issue is not being addressed to your satisfaction.

### Step 3:

If branch management is unable to assist you due to the nature of the issue, they may refer you to the Chief Member & People Officer (CMPO), or in their absence, the Chief Executive Officer (CEO). You may also request this referral yourself should you feel that your issue is not being addressed to your satisfaction.

Chief Member & People Officer (CMPO) / Chief Executive Officer (CEO)  
Sunshine Coast Credit Union - Administration Office  
985 Gibsons Way Gibsons, BC V0N 1V0

Tel: 604-740-2662 Toll free: 1-866-886-2132  
Email: [administration@sunshineccu.net](mailto:administration@sunshineccu.net)

### Step 4:

If your concern has not been resolved to your satisfaction after the steps above, you may wish to contact the Board of Directors in writing:

[Chairperson@sunshineccu.net](mailto:Chairperson@sunshineccu.net)

or

Chairperson / Board of Directors  
c/o Sunshine Coast Credit Union - Administration Office  
985 Gibsons Way  
Gibsons, BC V0N 1V0

**Thank you in advance for making your issue known to us. We take member complaints very seriously and are committed to making every effort to resolve your concern.**