

Complaints Procedure

If you feel that you have been treated unfairly or unjustly by CANA Credit Union Ltd, you should discuss the matter with the complaints officer in the credit union.

The complaints officer will respond to you and will try to resolve the situation at this stage.

If matters are not resolved to your satisfaction, you can complete a complaints form (available in our office and on our website) which is pre-addressed to the Complaints Sub-Committee, CANA Credit Union Ltd, 85/93 Lr Mount St, Dublin 2.

You shall have the right to be heard by the sub-committee whose duty it shall be to investigate, discuss and, where possible, resolve the complaint.

If the complaint is not resolved to your satisfaction by the sub-committee, you may request the Secretary of the credit union to forward it to the Board of Directors who will investigate and, where possible, resolve the complaint.

If your complaint is still unresolved you can contact the [Financial Services Ombudsman](#) who can investigate complaints by members of credit unions. The Ombudsman is an independent officer whose remit is to investigate, mediate and adjudicate unresolved complaints of individual customers about financial service providers. The complaints procedure in the credit union should have been exhausted before you contact the Financial Ombudsman.