Ballyconnell Credit Union
Ballinamore | Carrigallen | Swanlinbar

MEMBER COMPLAINTS

Dear Member,

It is our aspiration that a complaint you may have be resolved in a fair and equitable manner. In order that this is accomplished, the following is the procedure which you should follow in order to have your complaint/dispute resolved.

If your complaint or concern is not resolved at the outset, you will be invited to meet with the complaints officer of the credit union who will, where possible, resolve your complaint to your satisfaction. The complaints officer is Mary Bannon. If your complaint is not resolved to your satisfaction, we will ask you to complete a "Complaints Form".

The Complaints Officer will continue to try and resolve your complaint to your satisfaction. During this process, you may request that your complaint is forwarded to the Complaints Committee. You will have the right to be heard by the Complaints Committee, who will investigate and, wherever possible, resolve the complaint.

We will try our best to resolve any complaint internally, however if you are not happy with the outcome of our investigation, you will have a right to complain to the Financial Services & Pensions Ombudsman or where the complaint relates to a data protection matter, the Data Protection Commissioner.

Kind regards.

Mary Bannon 06/02/2026

Complaints Officer

COMPLAINTS FORM

BALLYCONNELL CREDIT UNION LTD

Please read the attached Member Complaints Procedure before completing this form.

To: The Credit Union Complaints Officer

Name/address of Member: _____

_____

Membership No. of Member: _____

DESCRIPTION OF COMPLAINT:

----------(Continue the back of this sheet if necessary)

(Please attach copies of any relevant documentation. Please retain a copy of this form and any relevant documentation for your own records.)

Signature of Member: _____

Date: _____