

Complaints and dispute resolution



How we can help

The Directors, managers and staff of your Credit Union understand that, although we do our best to provide a high level of service, you may at times feel that your complaint has not been resolved to your satisfaction.

At this point you may feel dissatisfied but are unsure about how to have your complaint resolved.

So that Members have the opportunity to make any unresolved complaint known, your Credit Union has developed a dispute resolution scheme as an additional service to members free of charge. This means:

- you have a way of having your complaint addressed
- your Directors and senior management will be aware of the complaint that is of concern to you
- procedures and products can be adjusted if possible, to improve our service.

Things you should know about our internal dispute resolution scheme

- 1** If your complaint involves Visa or rediCARD, Insurance, Diploma Travel, Teachers Car Buying Service or Bridges Financial Services, steps 1 and 2 set out on the next page need to be taken but procedures may vary if the dispute resolution needs to go further. This is because more specific legislation or codes of practice may apply.
- 2** You are not obliged to pursue a dispute with the Credit Union using the internal dispute resolution scheme.
- 3** If you use the internal dispute resolution scheme, you may commence legal proceedings before, after or at the same time as using the internal dispute resolution scheme.
- 4** The Credit Union's participation in the internal dispute resolution scheme is not a waiver of any rights it may have under the law, or under any contract between you and the Credit Union. An example of a contract between you and the Credit Union may be a loan contract, a mortgage, a guarantee, conditions of use for a savings account, visa card and rediCARD.
- 5** This brochure is not a contract between you and the Credit Union and it is not enforceable against the Credit Union.

Steps to take should you wish to use our complaints and dispute resolution scheme

1 How to make a complaint

In most instances your complaint can be settled to your satisfaction by simply making us aware of it. You can raise your complaint with our staff in person, by telephone, fax, email or in writing. If the staff member is unable by reasons of authority or experience to handle your complaint, then they will refer it to a senior or more experienced person. In the great majority of cases at this stage your complaint will be dealt with promptly and to your satisfaction and you will not need additional assistance.

2 How to use our dispute resolution scheme

If after following all avenues in step 1, your complaint has not been satisfactorily resolved you may wish to take the matter further by using our formal dispute resolution service. If so, you will need to complete the Dispute Resolution form in this brochure and return it to us promptly, email us at enquiry@teacherscreditunion.com.au or telephone us on **13 12 21**, 8am and 7pm, weekdays.

3 Notification

We will enter the dispute in our internal register and acknowledge receipt of it to you within 2 working days.

4 Investigation

Your dispute will then be fully investigated by an authorised officer and a decision made on the matter.

5 How you will be informed of the outcome?

In the majority of cases you will be advised of the outcome in writing within 10 working days. Should there be exceptional circumstances causing a delay we will advise you. But, even in the most complex matters, the dispute should be resolved in a maximum of 21 working days.

6 Internal dispute resolution committee

If you are not happy with the response provided, your complaint can be referred to the internal dispute resolution Committee for further review.

7 Financial Ombudsman Service

If however, in spite of our best efforts you are still not satisfied, you have access (free of charge) to the Financial Ombudsman Service, GPO Box 3 Melbourne, Victoria 3001 (Telephone 1300 780 808) for an external review of the decision made.

8 Credit Union response

The Credit Union's internal dispute register will be updated showing the result and wherever appropriate, our policies, systems and procedures will be adjusted and staff counselled or provided with additional training.



This material is printed on Mega Recycled. The pulp for this paper is both recycled and from an accredited source. Teachers Credit Union, a trading division of NSW Teachers Credit Union Ltd. ABN 30 087 650 459 AFSL No 238981
W: teacherscreditunion.com.au T: 13 12 21
