

Disputes & Complaints

Dear Member

Lucan District Credit Union wants to be viewed by all our members as efficient & fair in all our dealings with you.

However, as with any service provider, things may go wrong from time to time. Should you have a complaint about how we dealt with you, we would like to hear about it:

- where our service is unduly slow or inefficient,
- where we may have been less than courteous,
- where you think we have discriminated against you,
- where something has occurred in respect of your account which you are not happy with,
- where an application for a loan has been declined, or
- any other matter.

Telling us has two advantages. Firstly, any complaint will be investigated fairly, and in accordance with our Disputes & Complaints Policy (a copy of this is available to any member on request, and at no charge).

Secondly, your complaint may help us improve our service to you and other members.

Thankfully, this credit union rarely gets complaints, but we are keen not to become complacent. If something has gone wrong, we want to hear from you-

We cannot address the matter unless we know about it. Please contact our Disputes & Complaints Officer

The Disputes & Complaints Officer is:

Tracey Thunder

Address:

3 The Mall
Lucan
Do. Dublin

Email: help@lucancu.ie

Phone: 0818 297 007