

*Bridgend Lifesavers Credit Union Ltd*  
LIFE LONG LEARNING CENTRE, MURFIELD CLOSE, SARN BRIDGEND, CF32 9SW  
TELEPHONE 01656 729912, EMAIL: [nicola@blscu.co.uk](mailto:nicola@blscu.co.uk)

## COMPLAINTS FORM

Name:..... Membership No:.....

Address:.....

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Post Code:..... Tel:..... Mob:.....

## COMPLAINT DETAILS

Collection Point:..... Time & Date:.....

Subject of Complaint:.....

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**Please do not write below this line (for office use only)**

Name of Complaints Officer:..... Signature:.....

Date of receipt by complaints officer:..... Date of acknowledgement.....

Action taken by Complaints Officer:

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Respondent(s) reply:.....

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Conclusion:.....

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Date conclusion posted to complaint:.....

Date complaint closed:.....