

# Compliments and Complaints

## We're listening.

As a member-owned financial institution, your comments are important to us. Your feedback creates an opportunity for us to correct unknown issues, maintain strong relations with members and understand what is important to you. Whether you have words of praise or suggestions on how we can improve, we'd like to hear from you.

## Compliments

We'd love to hear about your exceptional experience.

Mail:

Greater Vancouver Community Credit Union  
Administration Office  
206-3185 Willingdon Green | Burnaby, BC, V5G 4P3  
Tel: 604.238.4338

Email: [admin@gvccu.com](mailto:admin@gvccu.com)

## Complaints

### Process

We appreciate the opportunity to address any concerns you have with Greater Vancouver Community Credit Union. If you have a problem or complaint, we encourage you to contact us immediately following the steps outlined below.

#### Step 1: Gather your information

Gather details such as:

- Date(s) of occurrence.
- Supporting statements or documents, if any.
- The names of any specific staff involved.
- Consider the action you would like to see us take to address your concern.

#### Step 2: Talk to your Branch Manager

Contact your branch in-person, by phone or by email.

If the staff member is unable to assist you, they may refer you to a supervisor or branch manager. You may also request this referral yourself should you feel that your issue is not being addressed to your satisfaction.

### **Step 3: Escalate to the Complaints Officer**

If branch management is unable to assist you, they may refer you to the Complaints Officer, or in their absence, the Operations Manager. You may also request this referral yourself should you feel that your issue is not being addressed to your satisfaction.

Complaints Officer / Operations Manager  
Greater Vancouver Community Credit Union  
Administration Office  
206-3185 Willingdon Green | Burnaby, BC, V5G 4P3  
Tel: 604.238.4338  
Email: [admin@gvccu.com](mailto:admin@gvccu.com)

### **Step 4: Escalate to the Board of Directors**

If your concern has not been resolved to your satisfaction after the steps above, you may wish to contact the Board of Directors in writing:

Chairperson / Board of Directors  
Greater Vancouver Community Credit Union  
Administration Office  
206-3185 Willingdon Green | Burnaby, BC, V5G 4P3  
Email: [admin@gvccu.com](mailto:admin@gvccu.com)

### **External Complaints Body**

If your concern remains unresolved and you would like to escalate your complaint further, you can contact the Ombudsman for Banking Services and Investments (OBSI). OBSI will undertake an independent review of your complaint. You may submit your concern to OBSI if:

We are unable to resolve your complaint within 90 days of your escalation to the Complaints Officer, or

You have not received a response from our Complaints Officer within 90 days of submitting your feedback.

Contact for OBSI:  
20 Queen Street West, Suite 2400  
P.O. Box 8  
Toronto, ON M5H 3R3  
[ombudsman@obsi.ca](mailto:ombudsman@obsi.ca)  
[www.obsi.ca](http://www.obsi.ca)

Toll-free: 1-888-451-4519

Thank you in advance for making your issue known to us. We take member complaints very seriously and are committed to making every effort to resolve your concern.