

RESOLVING YOUR CONCERNS

We appreciate your feedback and we're committed to doing everything we can to resolve your concerns.

What You Need to Know

North Peace Savings and Credit Union and its employees are committed to delivering high quality service to members and customers. Our Market Code identifies the standards we adhere to as an organization, the way we conduct ourselves and how we treat you.

We work to maintain your trust while continuing to embrace our co-operative values. It is important for us to know when you have a problem so we can try to resolve it and retain your confidence. If you have a concern or complaint about the service we provide, or the products we offer, we want to hear from you. By solving your issue or concern, we will ultimately improve our service levels to all members.

Our Process

We want to handle your complaint in the most efficient and professional manner possible.

If you have a concern or problem of any sort, we encourage you to take the following steps:

Step 1: Collecting Information

Before you contact the credit union, you can save time by collecting all the relevant information regarding your concern in advance. This includes:

- Your membership number (found on your account statement or in online and mobile banking)
- The date(s) of occurrence
- Any supporting account statements or documents
- The names of the employee(s) involved
- Your thoughts about the circumstances
- What you would like the credit union to do to resolve the problem

Step 2: Talking to your Branch

It is generally easier to check the facts and resolve a problem where it originated. Please call or visit the employee you dealt with or the branch in question. If the employee you approach cannot help you resolve your issues, please ask to speak with the Manager. They will have the authority to resolve most problems right away. The sooner you contact the appropriate person, the sooner they can begin working on a solution.

Step 3: Escalating your Concern

If you have followed these steps and your issue is still not resolved, please share your information and who you have talked to with feedback@npsc.ca. When you submit your information to this email address, you can expect to receive a confirmation email within two business days that we received your complaint and will be in touch.

Step 4: Contacting the Ombudsman

If after you have taken these steps (1 through 3) and you still feel your complaint is not resolved, you can forward your complaint to our Ombudsman for Banking Services and Investments (OBSI) to review. To file a complaint, please visit www.obsi.ca and click on "make a complaint".