

Member Complaint Form

Form Instructions

1. Download a copy of this fillable complaint form
2. Complete the form on your computer or mobile device and save it or, alternatively, print the form and complete it by hand
3. Email the completed form as an attachment or alternatively, mail, fax, or bring the completed form to DUCA (further instructions below)

Escalation Procedure

1. All complaints are to be directed to a branch, Member Connect representative or department which the concern is regarding for resolution
2. If a resolution cannot be reached with the representative, the complaint may be directed to the branch manager or manager of Member Connect
3. If a resolution cannot be reached with the branch manager, the complaint may be directed to the Regional Vice President or the Director of Member Connect through one of the following methods:
 - a. Email to complaints@duca.com
 - b. Mail to 5255 Yonge Street, 4th Floor, Toronto ON, M2N 6P4, ATTN Regional Vice President or Director, Member Connect
 - c. Faxed to (416)-223-2575, ATTN Regional Vice President or Director, Member Connect
 - d. If the matter needs to be escalated to the Complaints Officer directly, please include in the address or subject line "ATTN Complaints Officer"
4. If a resolution cannot be reached with DUCA, and the complaint relates to a contravention of the Credit Unions and Caisses Populaires Act, 2020 or a regulation made under the Act, the complaint may be directed to the Financial Services Regulatory Authority of Ontario (FSRA). More information on FSRA can be found here: <https://www.fsrao.ca/consumers/credit-unions-and-deposit-insurance>

Member Contact Information

First Name	Last Name	Init.	Date of Complaint Submission
Are you currently a Member of DUCA? Yes <input type="checkbox"/> No <input type="checkbox"/>		Member Number	
Phone Number	Email Address	Preferred Method of Communication	

Details of Complaint

1. Branch name and address of where you have the account that is related to the complaint

2. Summary of your complaint

My feedback or complaint is related to accessibility (please direct to the People & Culture Department) Yes No

3. Resolution

Has your complaint been brought to the branch or Member Connect for resolution? Yes No

It is our commitment that you will be contacted within 10 business days of receipt of this complaint.