

Member Complaint Form

Instructions

1. All complaints are to be directed to the Branch Manager for resolution.
2. If escalation is required the complaint should be forwarded to the Manager's supervisor.
3. If there is no resolution the complaint should be forwarded to the Complaints Officer at 5255 Yonge Street, 4th Floor, Toronto, Ontario, M2N 6P4 or Faxed to (416) 223-2575 or e-mailed to complaints@duca.com

Member Contact Information

First Name _____	Last Name _____	Init. _____	Date of Complaint Submission _____
Are you currently a Member of DUCA? Yes No Member Number _____			
Daytime Phone _____	Evening Phone _____	Cellular Phone _____	Business Phone _____
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:

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

Resolution

Resolution details area.