

# 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 5290 Yonge Street, Toronto, Ontario, M2N 5P9 or Faxed to (416) 223-2575 or e-mailed to [complaints@duca.com](mailto:complaints@duca.com)

## Member Contact Information

|                        |   |                      |                                    |
|------------------------|---|----------------------|------------------------------------|
| First Name _____       | Last Name _____                         | Init. _____          | Date of Complaint Submission _____ |
| Street/PO Box/RR _____ |   | City _____           |                                    |
| Province _____         |   | Postal Code _____    |                                    |
| 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. Account Number: \_\_\_\_\_
3. Summary of your complaint:

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

## Resolution