

# 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](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

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