

Dispute Resolution Process

Directors, Management and Staff of
Sutherland Shire Council Employees'
Credit Union believe its service makes a
difference to our Members.

So if we make a mistake or our service
does not meet your requirements, please
let us know.



What is a Complaint

A complaint is a verbal or written expression of dissatisfaction by a member about a Credit Union product or service.

What is a Dispute

A dispute arises if you make a complaint to your Credit Union about a product or service and you are not satisfied with the response you receive.

In most circumstances, your complaint can be settled by simply making us aware of the

problem. Please talk to any staff member about your concerns.

If it cannot be resolved immediately, we ask that you put your complaint in writing, stating the precise nature of the problem.

Your written complaint will be fully investigated by our Complaints Officer, who can be contacted at:-

Locked Bag 17,
SUTHERLAND NSW 1499
Phone 02 9710 0451
Fax 02 9710 0512
Email: mward@ssc.nsw.gov.au

We will send you an acknowledgment letter to your complaint, within 5 days and let you know how long we expect it will take to resolve. If your complaint is not resolved to your satisfaction, you can ask to have it reviewed by the Board of Directors.

If you are not satisfied with the steps taken by the Credit Union to resolve your complaint, or with the result of our investigation, you can seek assistance, free of charge, from the Credit Union Dispute Resolution Centre.

If your dispute involves privacy issues and has not been resolved to your satisfaction, you will be referred to the Privacy Commissioner.

To contact CUDRU

Phone: 1300 780 808

Write to: GPO Box 3A

MELBOURNE VIC 3001

Fax: (03) 9620 4446

Email: [info@cudrc.com.au](mailto:info@ cudrc.com.au)

Website: www.cudrc.com.au

To contact the Privacy Commissioner

Phone: 1300 363 992

Write to: GPO Box 5218

SYDNEY NSW 2001

Fax: (02) 9284 9666

Email: privacy@privacy.gov.au

**SUTHERLAND SHIRE COUNCIL
EMPLOYEES' CREDIT UNION LTD**

ABN 91 087 650 717

AFS Licence 237245

Council Chambers

Eton Street

SUTHERLAND NSW 2232

Locked Bag 17

SUTHERLAND NSW 1499

OFFICE CONTACT

Phone: 02 9710 0552

Fax: 02 9710 0512

Email: cucontact@ssc.nsw.gov.au

MANAGER CONTACT

Phone: 02 9710 0451

Fax: 02 9710 0512

Email: mward@ssc.nsw.gov.au

LOANS CONTACT

Phone: 02 9710 0141

Fax: 02 9710 0512

Email: jdavis@ssc.nsw.gov.au

Monday to Friday 10am – 4.30pm

www.sscecu.com.au