

Chapter 9

Complaints reporting rules for credit unions



9.1 Application and purpose

Application

9.1.1 **R** This chapter applies to all *credit unions*.

Purpose

9.1.2 **G** This chapter sets out *rules and guidance* for *credit unions* on completing reports concerning *complaints* received from *eligible complainants*. It replaces **DISP 1.10** (Complaints reporting rules) and **DISP 1.10A** (Complaints data publication rules), which do not apply to *credit unions* (**DISP 1.1.5A R**).

9.1.3 **G** The other elements of **DISP 1** (**DISP 1.2** (Consumer awareness rules), **DISP 1.3** (Complaints handling rules), **DISP 1.4** to **DISP 1.8** (Complaints resolution rules etc.) and **DISP 1.9** (Complaints record rule)) apply to *credit unions*.

9.1.4 **G** **DISP 2** to **DISP 4** (which cover jurisdiction and procedures of the *Financial Ombudsman Service*) and **FEES 5** (which covers funding of the *Financial Ombudsman Service*) apply to *credit unions*.