

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*.