

## COMPLAINT FORM

### **STEP 1**

Decide whether you wish to submit an **informal** or a **formal** complaint under the *Personal Information Protection Act*. If you wish to make an **informal** complaint, contact the appropriate area of the credit union where the information is held to discuss your complaint. No written complaint is required for an informal complaint.

### **STEP 2**

If you wish to submit a **formal** complaint under the *Personal Information Protection Act*, complete this form or a written complaint mentioning the Act. Describe the complaint and provide any relevant details necessary to help the credit union investigate it.

### **STEP 3**

Forward the formal complaint to the Privacy Officer of the credit union at the following address:

Privacy Officer  
Wainwright Credit Union Ltd.  
502- 10 Street  
Wainwright, AB T9W 1P4

### **STEP 4**

When you receive an answer to your complaint, review the information to determine whether you wish to make a further complaint under the Act. You also have the right to complain to the Alberta Information and Privacy Commissioner should you believe that you have been denied any of your rights under the Act.

<b>Details of the complaint (please continue details on reverse if required)</b>	
<b>Name of Member</b>	
<b>Address</b>	
<b>Telephone Number</b>	
<b>I submit this complaint under the <i>Personal Information Protection Act</i>.</b>	
<b>Signature</b>	<b>Date</b>

The personal information provided on this form is protected under the provisions of the *Personal Information Protection Act*.