

Our commitment to CPC and SME Regulations



- The bank is committed to ensuring the fair treatment of all complainants.
- The new complaints process has been designed with the requirements of the Central Bank of Ireland's Consumer Protection Code (CPC) and the SME Regulations in mind, and the complaints process methodology seeks to ensure that CPC and SME Regulation requirements are taken into account in the management and determination of customer complaints.
- In particular, the bank will seek to:
 - acknowledge complaints promptly in writing within 5 days
 - investigate complaints competently, diligently and fairly
 - assess the merits of complaints fairly, consistently and promptly, taking into account all relevant factors
 - keep complainants informed of the progress of their complaint every 20 business days
 - communicate the outcome of the complaint as soon as possible. (Please note that given the need to ensure a thorough and robust review of what are likely to be complex complaints, it is unlikely the bank will be able to respond to all complaints within 40 business days; particularly where it is necessary to retrieve archived documents)
 - in the event the bank cannot issue a final response within 40 business days, the bank will explain why, let the complainant know when they might expect the complaint to be resolved, and inform the customer that they may have the right to refer to the Financial Services and Pensions Ombudsman (FSPO)
 - ensure complainants are provided with one or more individuals, accredited in line with the CBI's Minimum Competency Code (MCC), as their main point of contact, and
 - ensure all complainants are directed to a suitably MCC accredited panel for adjudication.
- We are committed to ensuring the fair treatment of all complainants and have designed our new complaints process to meet the best practice set out in the CPC and SME Regulations. We are committed to completing the complaints process as quickly as possible, but we must also ensure that the process is thorough and in some cases that may take longer as we will need to collate a significant amount of information in order to reach a decision. We will keep customers informed throughout to ensure they are aware of the likely timeframe for their complaint.