

## POLICY D1 – MEMBER FEEDBACK POLICY

Date of Board Approval	Not applicable
Date of Committee Approval	September 19, 2024
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Board Committee Delegated Responsibility for this Policy	Governance Committee

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## Introduction

The Credit Union is committed to fostering an inclusive and responsive environment that values the input and perspectives of all our members. Our Member Feedback Policy is designed to ensure that every voice is heard and considered as we strive to enhance our products, services, and overall member experience.

Feedback is a crucial component of our continuous improvement process. It provides us with valuable insights into how we can better meet the needs of our members and align our activities with our core values and objectives. This policy outlines the principles and procedures for submitting, managing, and addressing member feedback, ensuring transparency, accountability, and constructive dialogue.

This policy aims to create a clear and accessible process for engagement, demonstrating our commitment to responsiveness and excellence.

## Definitions

the Credit Union	StellerVista Credit Union
the Board	Board of Directors of the Credit Union
CEO	Chief Executive Officer
BCFSA	British Columbia Financial Services Authority
OBSI	Ombudsman for Banking Services and Investments
G&E Coordination Specialist	Governance & Executive Coordination Specialist

## 1 Purpose

StellerVista Credit Union is committed to delivering quality member service and communicating effectively with our membership and community.

The Member Feedback Policy provides a framework to confirm that feedback received is handled in an appropriate, effective and systematic way. This policy aims to identify service improvements, increase satisfaction, strengthen member input into our services, acknowledge areas of excellence and respond effectively and independently to individual cases of dissatisfaction.

## 2 Guidelines

The implementation of this policy should help:

- Identify areas of good performance and member satisfaction;

- Aid in planning and allocation of resources;
- Create a second chance to provide service and satisfaction to dissatisfied members;
- Determine if the credit union/member relationship is irreconcilable and whether the membership should be terminated.

We will achieve our objectives by:

- Employee and member awareness of the Member Feedback Policy;
- Recognising staff for excellent service provided to our members;
- Establish member satisfaction in all areas of our business;
- Encouraging and facilitating feedback from members and use this information to improve services and facilities;
- Confirm member's complaints are taken seriously and reviewed independently.

### 3 Feedback

StellerVista Credit Union encourages feedback and links it to improving or affirming its service levels. Feedback may range from letters and/or cards expressing gratitude or suggestions on improvement, through to complaints about the services provided by the credit union and employees.

We view feedback as a valuable opportunity to review policies, procedures and practices and to make changes where necessary. Feedback (compliment, suggestion, and complaint) may be provided by letter, fax, email or verbally (in person or over the telephone).

### 4 Reporting

The following reports, at a minimum, will be provided for the recipients' information and action, if required, unless otherwise noted.

*Table 1: Board Reports*

Report	Frequency	Prepared by	Sent to
Step 6 or 7 Complaint received	As it occurs	Senior Management Team	Board of Directors via email
Member Complaints of Significance but Less than Step 6	Quarterly	Senior Management Team	Board of Directors via Consent Agenda

### 5 Governance Responsibility for Oversight

The Board's responsibilities with respect to this policy include:

- Understanding the Credit Union's commitment to be resolving member complaints and concerns and where there are circumstances in which a membership may be terminated.
- Reviewing reports provided by Management and considering the implications of such information

The Governance Committee's responsibilities with respect to this policy include:

- Reviewing this policy as needed but not less than every two years and identifying necessary amendments. While conducting the review, the Board or Board Committee is to consider any changes in the standards and the requirements of the Credit Union's Regulators.

## 6 Management Responsibility

The CEO is responsible to secure the Member Feedback Policy is implemented and employees understand the protocol process. Member feedback and resolutions that are deemed significant but that do not reach Step 4 will be reported to the Board of Directors on a quarterly basis.

## 7 Membership Termination

The membership of any person may be terminated, in accordance with the Credit Union Incorporation Act.

## 8 Associated Documents

- Process D1 – Handling Member Complaints Process
- Board of Directors – Terms of Reference
- StellerVista Privacy Policy

## 9 Policy Review and Feedback

The Governance Committee will review this policy biennially for its ongoing appropriateness.

Should any material subsequent recommended changes to this policy be made, the Board of Directors will be advised by memo.

## 10 Revision History

*Table 2: Revision History*

Revision Date	Revision Description	Date Approved	Approved By
August 15, 2024	<ul style="list-style-type: none"><li>• Standardized format, styles and terminology and copyedited content</li></ul>	September 19, 2024	Governance Committee

Revision Date	Revision Description	Date Approved	Approved By
	<ul style="list-style-type: none"><li>Separated out process from policy into two separate documents</li><li>Implemented suggestions from BCFSAs Assessment of Market Code of Conduct for 2023 – August 8, 2024</li><li>Reassessed and added additional steps of Senior Managers and COO ahead of CEO step</li></ul>		