

Complaints Handling and Dispute Resolution Policy

Overview

What is this Policy about?

This guide to our Complaints Handling and Dispute Resolution Policy explains how we will handle any complaints or disputes that might arise from time to time in relation to Dollars Directs activities. In developing and refining the procedures outlined in this Policy, we have had regard to the overriding principle that any complaints process should be accessible, fair, efficient, quick and low cost for all involved.

Our Policy has also been designed to comply with:

- *National Consumer Credit Protection Act 2009 (NCCP Act)*; and
- the standards set out in Australian Standard ISO 10002-2006 *Customer Satisfaction – Guidelines for complaints handling in organizations* (which replaced the previous Australian Standard AS 4269-1995 (Complaints Handling)).

What complaints and disputes are covered by this Policy?

Dollars Direct actively encourages feedback on our performance across all areas of our business, and we welcome your comments about our service.

Please contact us by one of the methods set out below if you wish to discuss any aspect of your dealings with Dollars Direct or its staff. Specifically, we define complaints and disputes as "expression or dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected".

The formal procedures set out in this Policy apply to complaints about matters covered by the *NCCP Act* including, but not limited to

- our broker services;
- our servicing of a loan on behalf of your lender
- our collection activities for loans that we have assumed or guaranteed a lender
- activities of our credit representatives as they relate to services provided for Dollars Direct

For example, you can make a complaint under this Policy if you think we or our representatives haven't complied with one of our obligations under the *NCCP Act*, or if the service you have received from Dollars Direct or a representative doesn't meet one of the standards set out in the Code.

We aim to resolve all complaints to your satisfaction. However, we recognize this won't always be possible. For this reason, Dollars Direct also offers you the option of participating in one of the following independent dispute resolution processes if you're not happy with the outcome of your complaint:

- External Dispute Resolution

This process is explained in more detail below.

The Complaints Process

How can you make a complaint?

We aim to make it as easy as possible for you to bring complaints to our attention. For this reason, we offer a range of methods by which you can make a complaint to us:

- **By telephone (during business hours):** 1 800 428 083
- **By fax:** 1 800 454 301
- **By email:** complaints@dollarsdirect.com.au

To ensure that we can examine and respond to your complaint quickly, please make sure you:

- tell us your name, account number, and, if applicable, loan ID number

- provide contact details (preferably a phone number and email address) so we can discuss your complaint with you or seek additional information
- give us as much detail as possible about the nature of your complaint, and attach any relevant documents and other information that support your complaint.
- If you need assistance in describing or making a complaint, or if you just want to discuss your concerns informally before deciding whether to make a complaint, please feel free to contact us.

How will we handle your complaint?

Our Complaints Officer will oversee the complaints process on behalf of Dollars Direct. That person is responsible for liaising with you and with other staff members in Dollars Direct to ensure that the issues you have raised are fully examined, and that your complaint is handled in accordance with this Policy. The process, and all the details of your complaint, will be treated by us in strict confidence, and we generally won't disclose any information about your complaint to anyone outside Dollars Direct. If we do need to talk to someone else about any issues arising from your complaint, we will first obtain your consent.

We will always try to give you a fair opportunity to explain your case. You should make your initial complaint as clear as possible, and provide all the supporting material you can, but sometimes we may also need to have a phone conference or meeting with you to discuss your concerns and try to find a satisfactory solution.

Where you have made a written complaint, we will provide you with a written response explaining our decision.

How long will it take?

The length of time Dollars Direct takes to resolve your complaint will depend on the nature and complexity of the issues you have raised, and the extent of the inquiries we have to make in deciding how to address those issues. As a guide, we have set the following time standards that we will aim to achieve in most cases.

- For complaints of a simple kind that we receive by telephone or email, we will try to deal with your complaint and respond to you **within 5 business days** of receiving the complaint. If we can't deal with the complaint in that time, for example because it is not as simple as it initially appeared, we will let you know.
- We will provide our response to your complaint **within 10 business days** of receiving the complaint. If you are not satisfied with this response, you should let us know, and provide us with any further material in support of your complaint. If you indicate to us that you are satisfied with our response, or if we don't hear from you within 30 business days of that response, we will consider the matter closed at this point.
- If you indicate that you are not satisfied with our response, we will reconsider it if you provide additional material to us, and we will then provide a further response **within 10 business days** of receiving the additional material from you. If you are still not satisfied with our response, you have the option at this point to escalate the matter to a dispute (see below). We will do our best to keep you informed of progress as we examine your complaint and decide how to respond to it, especially if it looks like we won't meet any of the time standards set out above.

What action will we take in response to your complaint?

If we decide that your complaint is justified, we will then decide what action we should take in response. We will always try to match our response to the nature of your complaint and the effect it has had on you, and we will try to discuss our response with you before making any final decisions. Some of the things we might do include:

- Taking steps to rectify our mistake.
- Providing you with additional information or documents so you can understand what happened or how we have dealt with it.
- Taking steps to change our policies, procedures or systems if your complaint exposes a systemic or recurring problem in the way we do things.

The External Dispute Resolution Process

What if you're still unhappy?

Sometimes it won't be possible to resolve a complaint to everyone's satisfaction, and you might want to take the matter further. Generally if you don't agree with a decision Dollars Direct has made in relation to your complaint, you may have the option to treat the matter as a dispute and request that it be referred for independent resolution through External Dispute Resolution with Credit Ombudsman Service Limited (COSL).

What complaints are eligible for External Dispute Resolution?

Credit Ombudsman Service Limited (COSL) can only deal with a complaint where the Complainant is seeking financial compensation or orders and if the financial service provider has:

- a) breached relevant laws;
- b) breached an applicable code of practice;
- c) not met standards of good practice in the finance industry; or
- d) acted unfairly towards the Complainant

Costs

You will not bear any costs for either Internal Dispute Resolution or External Dispute Resolution with Dollars Direct.

How do I contact the External Disputes Resolution firm if I am still dissatisfied with the Dollars Direct response?

Dollars Direct is a member of Credit Ombudsman Service Limited (COSL). You can contact COSL as follows:

Complaints

Make a complaint online:

<http://www.cosl.com.au/Resources/COSL/Sites/COSL/PDF/Complaints/Complaint-Form.pdf>

Post your complaints form to:

Case Management Team

C-/Credit Ombudsman Service

PO Box A252

Sydney South NSW 1235

Fax us

Complaints: (02) 9273 8440

Membership: (02) 9273 8445

9.00am – 5.00pm, Monday to Friday, Sydney time

Complaints: 1800 138 422

Hearing or speech impairment

TTY (teletypewriter): 1800 555 677

Speak and Listen (speech-to-speech relay): 1800 555 727

Internet relay: connect to the National Relay Service

...and ask for 1800 138 422

Languages

Translating and Interpreting Service: 13 14 50

We'll call you

MMS (Multimedia Messaging Service): mms "Call me, my name is [YOUR NAME]" to info@cosl.com.au from any mms enabled mobile device and we'll return your call as soon as we can.