

# **COMPLAINTS AND DISPUTE RESOLUTION GUIDE**

**OCTOBER 2018**



**BankVic**

# CONCERNED? HOW CAN WE HELP?

The directors, managers and staff of Police Financial Services Limited understand that, although we do our best to provide a high level of service, you may at times feel that there are issues that have not been resolved to your satisfaction.

At this point you may feel dissatisfied but are unsure how to have your complaints resolved.

So that members have the opportunity to make these complaints known, we have developed a complaints and dispute resolution procedure service which members can access free of charge.

This procedure means:

- you have a way of having your complaints addressed;
- our directors and senior management will be aware of the issue that is of concern to you; and
- procedures and products can be adjusted, if possible, to improve our service.

## FREE OF CHARGE

There is no charge for this guide or for making a complaint. Standard charges may however apply in accordance with our schedule of fees and charges for providing copies of previous transactions or to retrieve documents from archives when requested by you.

## WHAT IS A COMPLAINT?

A complaint is a verbal or written expression of dissatisfaction about a product or service or the complaints handling process itself where a response or resolution is explicitly or implicitly expected.

## WHAT IS A DISPUTE?

A dispute arises if you make a complaint about a product or service, and are not satisfied with the response that you receive.

Things you should know about Complaints and Dispute Resolution

1. Steps 1 to 6 of our complaints service, set out below, apply. Procedures may vary however if specific legislation or codes of practice apply to the particular issue complained of.
2. If you use our internal complaints handling process, you may still commence legal proceedings before, after or at the same time as using the internal process.
3. Our participation in the complaints handling process is not a waiver of any rights we may have under the law, or under any contract between you and us. An example of a contract between you and Police Financial Services Limited may be the terms and conditions of an account or the terms and conditions of a Visa Card.
4. This guide is not a contract between you and Police Financial Services Limited, and it is not enforceable against us.

# STEPS INCLUDED IN THE PROCESS OF OUR COMPLAINTS & DISPUTE RESOLUTION SERVICE

## STEP 1. HOW TO MAKE A COMPLAINT

In most circumstances your complaint can be settled to your satisfaction by simply making us aware of it. You can raise your complaint with our staff personally over the counter or by telephone or in writing by letter, facsimile, memo or email. If a staff member is unable by reason of authority or experience to handle the matter it will be referred to a more senior or experienced person. In the great majority of cases your complaint will be dealt with promptly and to your satisfaction and you will not need additional assistance.

## STEP 2. RECORDING YOUR COMPLAINT

All complaints and disputes will be recorded in our Complaints and Dispute Register. Where a complaint cannot be resolved to your satisfaction immediately, it may be necessary for you to answer some questions and complete a complaint form in order that our management may properly investigate the complaint. A staff member, when required, will assist you with registering your complaint including assisting you to complete a complaint form. When receiving a verbal complaint the staff member will complete the details of the complaint on your behalf. The staff member will then obtain your verification at its accuracy before taking any further action.

## STEP 3. DISPUTE NOTIFICATION

If a staff member cannot immediately resolve the complaint to your satisfaction we will acknowledge receipt of the complaint to you within 5 working days. We will also advise you of the process we will follow in investigating and handling your complaint.

## STEP 4. DISPUTE INVESTIGATION

Your dispute will then be fully investigated by the Complaints Officer and a decision made on the matter.

## YOU CAN CONTACT THE COMPLAINTS OFFICER:

**Phone** 13 63 73

**Write to** Complaints Officer

**At** GPO Box 2074, MELBOURNE, VIC 3001

**Email** info@bankvic.com.au

## STEP 5. HOW YOU WILL BE INFORMED OF THE OUTCOME

In the majority of cases you will be advised of the outcome in writing within 21 working days. Should there be exceptional circumstances causing a delay we will advise you of the circumstances causing the delay and when we expect the matter to be resolved. It is our expectation that even in the most complex matters, a dispute should be resolved in a maximum of 45 working days.

## STEP 6. EXTERNAL DISPUTE RESOLUTION

However, in spite of our best efforts you are not satisfied, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

For our savings, access and lending products, general insurance and financial planning services, contact the Australian Financial Complaints Authority (AFCA):

### TO CONTACT AFCA:

**Phone** 1800 931 678 (free call)

**Email** [info@afca.org.au](mailto:info@afca.org.au)

**Write to** AFCA

**At** GPO Box 3, Melbourne Vic 3001

**Website** [www.afca.org.au](http://www.afca.org.au)

If your dispute involves privacy issues and has not been resolved to your satisfaction you will be referred to the Office of the Australian Information Commissioner

### TO CONTACT THE INFORMATION COMMISSIONER:

**Phone** 1300 363 992 Enquiries Line

**Write to** the Director of Compliance (Investigations)

**At** GPO Box 5218 Sydney NSW 2001

**Fax** 02 9284 9666

**Email** [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Website** [www.oaic.gov.au](http://www.oaic.gov.au)

Details of how you may access these services will also be provided when you are advised of the outcome of our investigations or if we are unable to resolve your complaint within our specified time limits

## STEP 7. OUR RESPONSE

Our Complaints and Dispute Register will be updated showing the result and wherever appropriate, our policies, systems and processes will be adjusted and staff counselled or provided with additional training.