

Wealth @ Work Pty Ltd trading as Mortgage Broker Melbourne

IDR PROCEDURES – INTERNAL

Receiving complaints

Complaints can be lodged by contacting Marc Barlow, the Complaints Officer by:

- telephoning 1800 111 626
- writing to 2 Dunn Ave, Ferny Creek, Vic, 3786.

or by speaking to any representative of my business who will refer complainants to the Complaints Officer.

I adopt the definition of '**complaint**' in AS ISO 10002-2006, namely 'an expression of 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'. This means I will treat informal complaints seriously and refer them to IDR unless they are resolved by the end of the next business day.

Any complaint which is resolved to the customer's satisfaction by the end of the next business day (starting from when the complaint was received) will not require the full IDR process to be applied. There is no need to capture and record the complaint or respond as set out below.

Investigating complaints

The Complaints Officer will review the complaint carefully and promptly, taking such steps and reviewing such documents as a reasonable person would do.

Responding to complaints within appropriate time limits and referring unresolved complaints to an EDR scheme

The Complaints Officer will provide a written '**final response**' to the complainant within 45 days (21 days where the complaint relates to default), which states:

- the final outcome of the dispute at IDR
- the right to take their dispute to EDR (no matter what the result of the investigation was at IDR)
- the name and contact details of your EDR scheme.

If the Complaints Officer is unable to give a final response within the specified period, the Complaints Officer will, before the end of the period:

- inform the complainant of the reasons for the delay
- advise the complainant of their right to complain to EDR
- provide the complainant with the name and contact details of my EDR scheme, COSL..

The NCC allows credit providers 21 days to consider hardship and postponement applications. At the end of that period, if there is no agreement, there will be no further time to handle the dispute at IDR, and the complainant must be referred to EDR.

When deciding about hardship or postponement applications, the Complaints Officer will give EDR contact details when:

- advising whether the claim has been agreed to; or
- the notification of variation to the credit contract is given within 30 days after the variation is agreed.

The complainant can go direct to EDR regarding disputes involving hardship or postponement which also involve issues with default notices.

Legal proceedings

Unless the statute of limitations is about to expire, legal proceedings will not be commenced or continued nor will any other enforcement action be taken during the IDR period and for at least 14 days from giving a final response.

Recording information about complaints and identifying and recording systemic issues

We will record information in the following tabular form:

Date of Complaint & Reference	Name of Complainant	Type (e.g., rates too high; didn't disclose all fees; didn't return calls)	Acknowledged receipt on ...	Result of investigation (e.g., our mistake; client mistaken; to EDR for resolution)	Complainant advised/Date (Phone; Fax; Email ;Letter) NB: keep copy of notification on file:
1 July 2010 Complaint # 001	Fred Bloggs	"Didn't return my calls in time" via email at 5.07pm on 1 July	Emailed Mr Bloggs dated 1 July 2010	Our mistake: resolved the following day by return email	2 July at 10.10am. Copy of email on client file # 7631

If the complaint discloses a systemic issue, I will take immediate steps to ensure the issue is addressed.

The types of remedies available for resolving complaints or disputes

If a complaint is justified, I will recommend a solution comprising one or more of the following:

- an apology
- compensation
- vary contractual obligations
- a free service.

Internal structures and reporting requirements.

I will do my best to consider complaints fairly and equally. If I am unable to do so I will consider seeking outside assistance to resolve the dispute. I will review these procedures at least annually.

Guiding Principles

- **Visibility** – I will take reasonable steps to ensure customers know about the existence of my IDR procedures and how to make a complaint or apply for hardship or postponement. This information will be readily available, not just at the time a consumer wishes to make a complaint or dispute. All staff who deal with customers, not just complaints or disputes handling staff only, should have an understanding of our IDR procedures.
- **Objectivity** – I will address each complaint in an equitable and objective manner. Where possible, the complaint should be investigated by staff not involved in the subject matter of the complaint.
- **Charges** – The IDR procedures are free of charge.
- **Confidentiality** – I will keep information confidential.
- **Customer focused approach** – I will be helpful, user friendly and communicate in plain English, showing my commitment to resolving complaints.
- **Commitment** – I am actively committed to efficient complaint handling. My procedures are published on my website.
- **Analysis and Evaluation of Complaints** – All complaints will be classified and then analysed to identify systemic recurring and single incident problems and trends.