



***Complaints Handling and  
Disputes Resolution***

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# 1. Introduction

## 1.1. Purpose and Scope

The purpose of this document is to describe our business approach to the management of complaints and the framework within the business that supports this.

In addition to promoting a culture of fair customer treatment, these procedures also assist our business in complying with:

- a. ASIC Regulatory Guide RG165 (on dispute resolution);
- b. Fig Finance Pty Ltd is a member of AFCA the Australian Financial Complaints Authority, AFCA as this entity is otherwise known, which complies with the NCCP scheme rules;
- c. International Standards Organisation standard ISO10002 (on complaints handling); and
- d. The National Consumer Credit Protection Act 2009 and associated Regulations.

This document applies to all employees, agents and representatives of our business ("staff") and to all our products. The document clearly sets out the procedures Staff must follow on becoming aware of a complaint (see definition below).

## 1.2. Company Culture

The Director is solely responsible for all personal contact with clients, and for the handling of all client applications and personal information. The Director is responsible for the handling of client's personal documents and is aware of the Privacy Laws surrounding how these documents are treated and stored, and will ensure these laws are respected and acted upon in all cases.

The Director will meet all clients in person where applicable and will in all cases work in a manner that is fair and reasonable to all clients in all instances. NCCP Guidelines will be adhered to in all instances.

The Director will in all instances work to resolve any complaint(s) raised by clients within 7 days, where appropriate, and will always seek a satisfactory resolution for the client. The client will be kept informed, in writing, throughout the resolution process.

In the event the complaint cannot be resolved by the Director for any reason, the clients will be provided with the details of the Director's External Resolution Process provider, CIO, and will be encouraged to further pursue this matter with CIO with the view to resolving the complaint to the client's full satisfaction.

Complaints raised against any Employee of Fig Finance Pty Ltd, will also be handled personally by the Director in the manner outlined above, with a view to full resolution.

## 1.3. Annual Review

This document will be reviewed annually by *the Director*. The review will ensure continuing compliance with applicable laws, the requirements of any Licence issued to our business and relevant industry standards. The review will also ensure the guidance remains applicable to our business and continues to achieve its purpose.

## **1.4. Amendment**

The Director will implement all required changes in line with ASIC & NCCP Guidelines. All changes to this policy will be communicated to all staff in writing as soon as possible.

# **2. Complaints Overview**

## **2.1. What is a Complaint?**

A COMPLAINT IS ANY EXPRESSION OF DISSATISFACTION IN RELATION TO A COMPANY PRODUCT OR SERVICE, WHERE A RESPONSE OR RESOLUTION IS EXPLICITLY OR IMPLICITLY EXPECTED.

Complaints can be made in writing (letter or email) or verbally (telephone or personal representation). Complaints might be made by any person, not necessarily only actual customers of the Company. Complaints must be resolved as expeditiously as possible.

Complainants must be:-

- a. treated with respect and provided with all documentation and evidence in support of their concerns;
- b. informed of the complaints handling process, including the avenues for further review of decisions such as an External Dispute Resolution Scheme (EDRS); and
- c. informed of decisions and the reasons for those decisions.

The EDRS that the Company belongs to is the Credit Ombudsman's Service Limited "CIO".

## **2.2. Complaints handling officer**

The Director is responsible for the day-to-day management of complaints. The Director has the skill set that our business requires to efficiently and effectively manage any customer complaints that arise.

Complaints are investigated and managed through to closure by the Director.

# **3. General procedures**

## **3.1. Summary**

Upon receiving a customer complaint, the Director will email the Complaint Form, please see Appendix A for a copy of this form, to the client and request this form be fully completed, and at this time the client will be informed of the of the company's Internal Dispute Resolution Process, a copy of this process will be emailed to the client(s) for their future reference.

The Director will manage the Customer Complaint through to a satisfactory resolution in all cases, where possible.

In the event the complaint cannot be resolved to the client's satisfaction, the client will be provided with the companies External Dispute Resolution Service provider's details, i.e. AFCA, and assisted to make contact with AFCA with a view to having their complaint resolved.

### **3.2. Registers**

The company's business complaints register is within ACL folder (main computer)  
Prior to this, all complaints received till January 2015 was under Mercury-Connective software.

This electronic register outlines all complaints received by Fig Finance Pty Ltd and records all actions taken to accurately document relevant information and to record the steps and time taken to resolve these complaints.

## **4. Complaints**

If a person (not necessarily a customer) contacts our business and expresses dissatisfaction with a product or service and expects a response or resolution, the incident must be recorded as a complaint.

### **4.1. Complaint handling procedure**

The procedure can be summarised as follows:

Fig Finance Pty Ltd is committed to client service and satisfaction.

#### **What if I have a complaint?**

Fig Finance has developed internal dispute resolution procedures to assist you to resolve a complaint or dispute about our services. Our internal dispute resolution procedures are free of charge.

We are also a member of an independent approved external dispute resolution scheme, called AFCA.

#### **How to make a complaint**

In the first instance, please contact Osman Duman to submit your complaint. We would like to be the first to know if you are not happy with our services. You can contact us verbally or in writing. Osman may request you to provide certain documents and other information to fully understand your complaint and the remedy you are seeking.

#### **Fig Finance response**

We will:

- (a) confirm receipt of your complaint within 2 business days; and
- (b) endeavour to resolve your complaint within 28 days.
- (c) If your complaint is complex, we will endeavour to resolve it within 6 weeks.

If resolution of your complaint is not likely within these timeframes, we will keep you informed at regular intervals about the progress of our investigations and response.

### **What if I am still not satisfied?**

If you are still not satisfied with the outcome, you have the option at any time to contact the Australian Financial Complaints Authority “AFCA” on:

Web: [www.afca.org.au](http://www.afca.org.au) (web application)  
Phone: 1800 931 678

and send this completed for to:

Case Management Team  
AFCA  
GPO Box 3  
Melbourne Vic 3001

### **4.2. Complaint remedies**

Our business will always seek to ensure that remedies are fair. In considering an appropriate remedy, we will have regard to the applicable legal principles, relevant codes of conduct, fairness to the complainant and good practice.

While financial remedies are not normally appropriate or necessary, in the event a financial remedy is deemed necessary, our business will ensure that fair compensation is provided. If any compensation is to be provided it must be approved by the *Director*.

### **4.3. External Disputes Resolution Scheme**

It is a requirement that all Credit Licensees have a dispute resolution system in place that consists of a complying internal dispute resolution (IDR) process and membership of an EDRS. Our business is a member of the EDRS run by the Australian Financial Complaints Authority “AFCA”

All complainants must be informed that they have the right to refer their complaint to the *AFCA* if they are unsatisfied. The *AFCA* will not accept their complaint unless they have first been through the Company’s IDR process. *AFCA* contact details are:

Australian Financial Complaints Authority “AFCA”  
AFCA  
GPO Box 3  
Melbourne Vic 3001

*Tel:* 1800 931 678

*Online:* <http://www.afca.org.au>

Upon receiving a complaint, the *AFCA* will contact both parties and attempt to resolve the complaint by conciliation.

The Director will monitor the progress of all customer complaints, and will actively work with the client(s) to communicate the progress of the complaint and to inform of the measures being undertaken to resolve the complaint and the approximate timeframes required to complete these measures.

If the business ceases to be a member of the *EDR* scheme, they must notify ASIC within 5 days, stating:

- a. the reason for discontinuing the membership;
- b. details of the new EDRS the business will join; and
- c. confirmation that the business is covered by an EDRS for all interim complaints.

#### **4.4. Accessibility**

To fulfil the purpose of this policy, it is essential that a concise, informative and plain English version of our complaints handling procedure is made available across multiple contact points. At a minimum, this includes:

- all Company websites;
- any disclosure documents; and
- other points of customer contact.

The *Director* ensures all Staff are trained in the complaints handling procedure at induction and annually. The training will be recorded in the Company's training register.

#### **4.5. Cost**

Access to our complaints handling procedure and the EDRS is provided free of charge.

#### **4.6. Confidentiality**

Staff must treat all complaints in confidence and only disclose the details of the complaint to those involved in the resolution process.

## **5. Complaints reports**

### **5.1. Director reports**

The *Director* must prepare a report at least quarterly. The report must include a copy of the complaints register together with the following:

- a. the number of complaints received during the period;
- b. the number of outstanding complaints at the end of the period;
- c. the number of complaints resolved during the period;
- e. the number of complaints received through *CIO* during the period;
- f. an update on complaints currently with *CIO*; and
- g. the number of complaints received through regulators during the period.

## **5.2. Business feedback**

*All complaints are entered into Mercury-Connective software, and quarterly reports are extracted from here. If there is a complaint pattern on a specific product or service, the director will take steps to change or remove products of concern to eliminate future complaints.*

## **5.3. Root cause analysis**


Particular analysis should be performed on the causes of complaints. Analysis must observe the “root cause” of complaints rather than the secondary circumstances of a particular complaint.

Root cause analysis is an invaluable management tool and provides a window on the business that is not otherwise available.

*Each complaint will be analysed in detail to find out the root cause of a service that has caused this complaint. According to the diagnosis new systems and practices will be implemented to avoid further dissatisfaction by other stakeholders.*



## Appendix A – Complaint Form

		<h3>Complaint Form</h3> <p>To be used for all external consumer-related complaints</p>	
Your name:	Your ext no:	Your email address:	
Product/s affected:	Today's date:	Date complaint brought to you:	
<p><b>Description of complaint:</b>          If this is a customer complaint, list all customer details          Include as much detail as possible          With what is the complainant dissatisfied and what resolution are they seeking?</p>			
<b>Complaint Investigation</b> To be completed by CHO or delegate		Complaints Register entry number:	
Investigation completed by:	Complaint received by CHO <input type="checkbox"/> Complainant acknowledged <input type="checkbox"/> Possible breach considered? <input type="checkbox"/> Investigation reviewed <input type="checkbox"/> Complaint resolved <input type="checkbox"/> Complainant advised <input type="checkbox"/>	<input type="checkbox"/> Date: <input type="checkbox"/> Date: <input type="checkbox"/> <input type="checkbox"/> Date: <input type="checkbox"/> Date:	
<p><b>Complaint investigation details</b>          Address every individual point of the complaint separately          Internally, what has the investigation revealed is the root cause of the complaint?          What action has been taken or proposed to resolve the complaint?          Is it necessary to revise internal procedures as a result of this investigation?</p>			

Closing Actions

Complaints Handling Officer only

Has the complaint been sufficiently investigated and resolved?

☐ Yes

☐ No

Has the complaints register entry been finalised?

☐ Yes

☐ No

If the complaint is also a breach, have those procedures been finalised also?

☐ Yes

☐ No

Signed – Osman Duman

*Director*

Fig Finance Pty Ltd

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_